

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Caballero, Richard Joseph; Lewis, Mark David
Assignee: Siebel Systems, Inc.
Title: Data Structure For A Complex Order Processing System
Serial No.: 10/029,636 Filing Date: December 18, 2001
Examiner: Unassigned Group Art Unit: 2164
Docket No.: M-12420-1C US Client Ref. No.: SIEB137/01US

San Jose, California
March 25, 2002

BOX MISSING PARTS
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COMMISSIONER FOR PATENTS
Washington, D. C. 20231

SUBMISSION OF FORMAL DRAWINGS

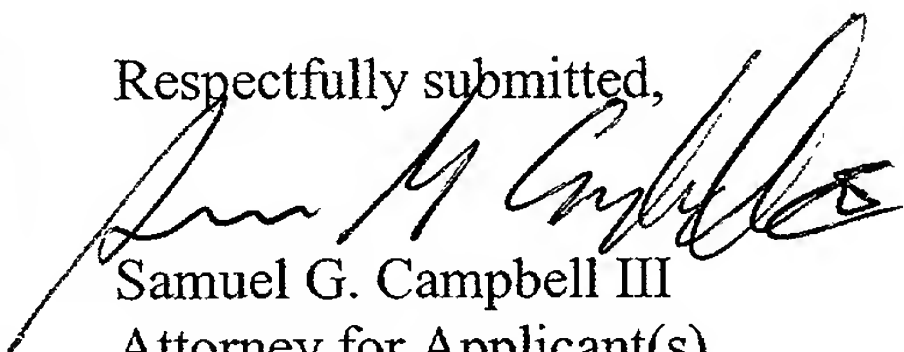
Dear Sir:

Applicant(s) submit(s) seventy-one (71) sheets of formal drawings, consisting of Figures 1-12, in the above-named application. If there are any questions regarding these drawings, please call the undersigned at (512) 794-3600.

EXPRESS MAIL LABEL NO:

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Respectfully submitted,


Samuel G. Campbell III
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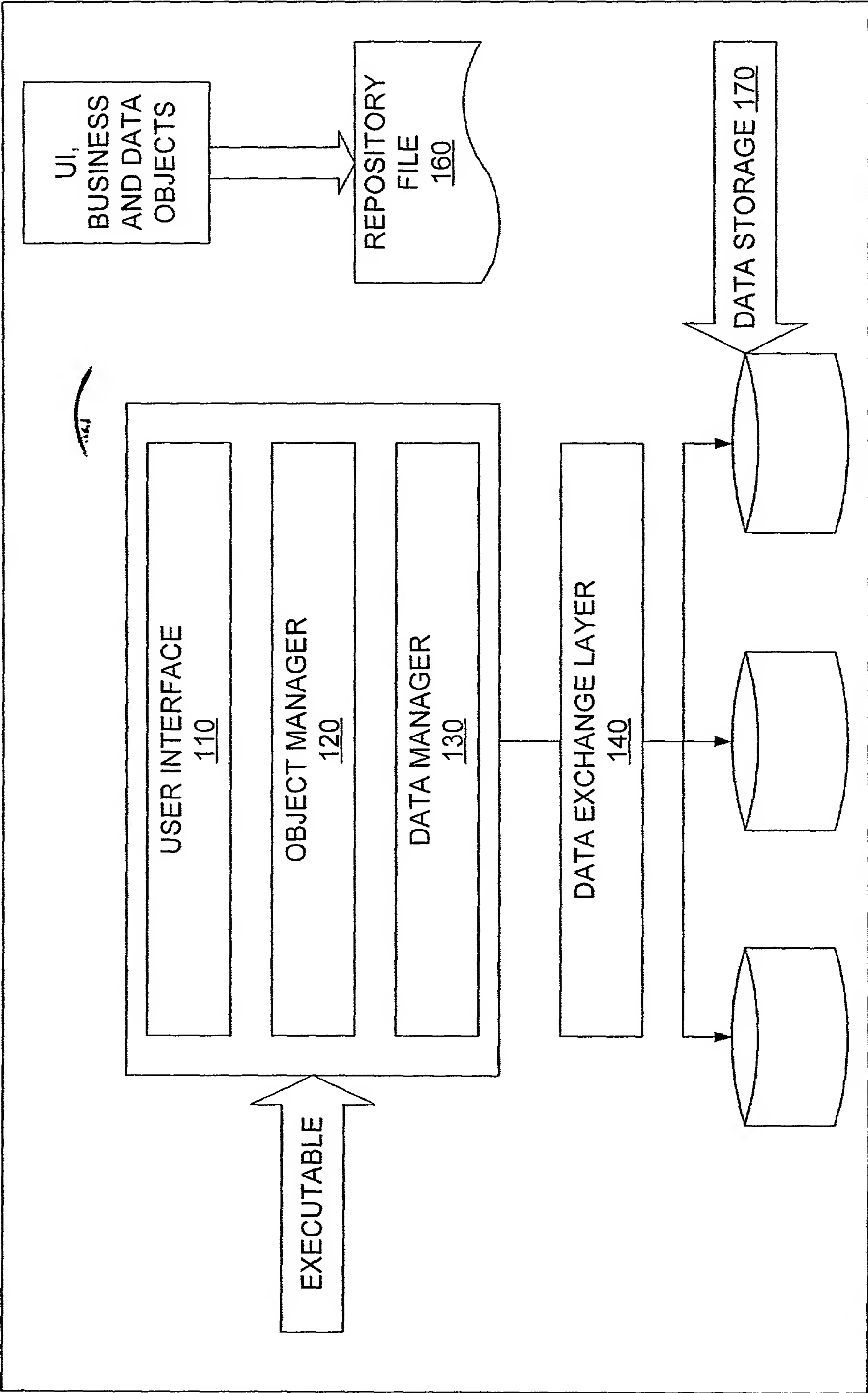


Fig. 1

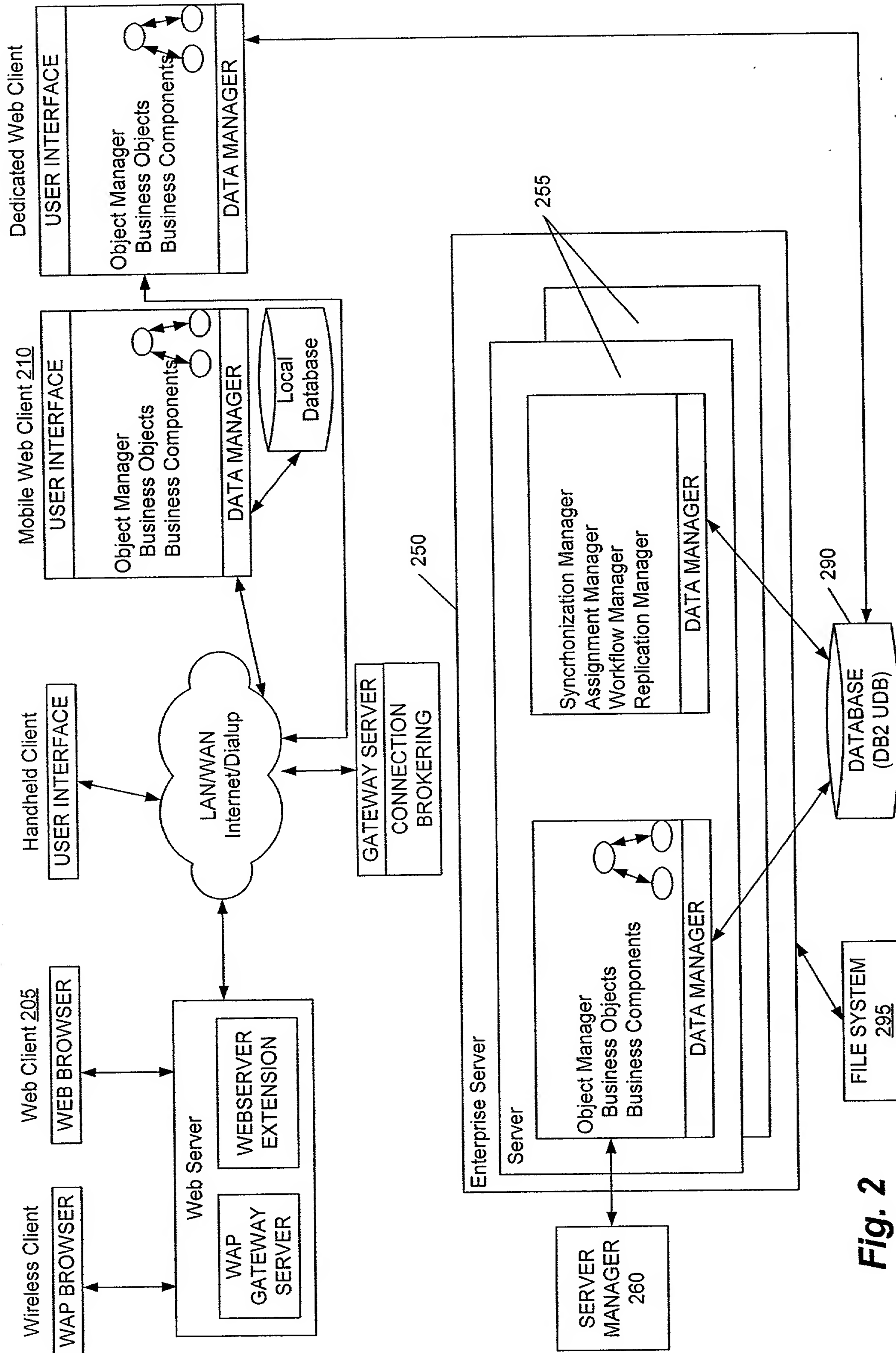


Fig. 2

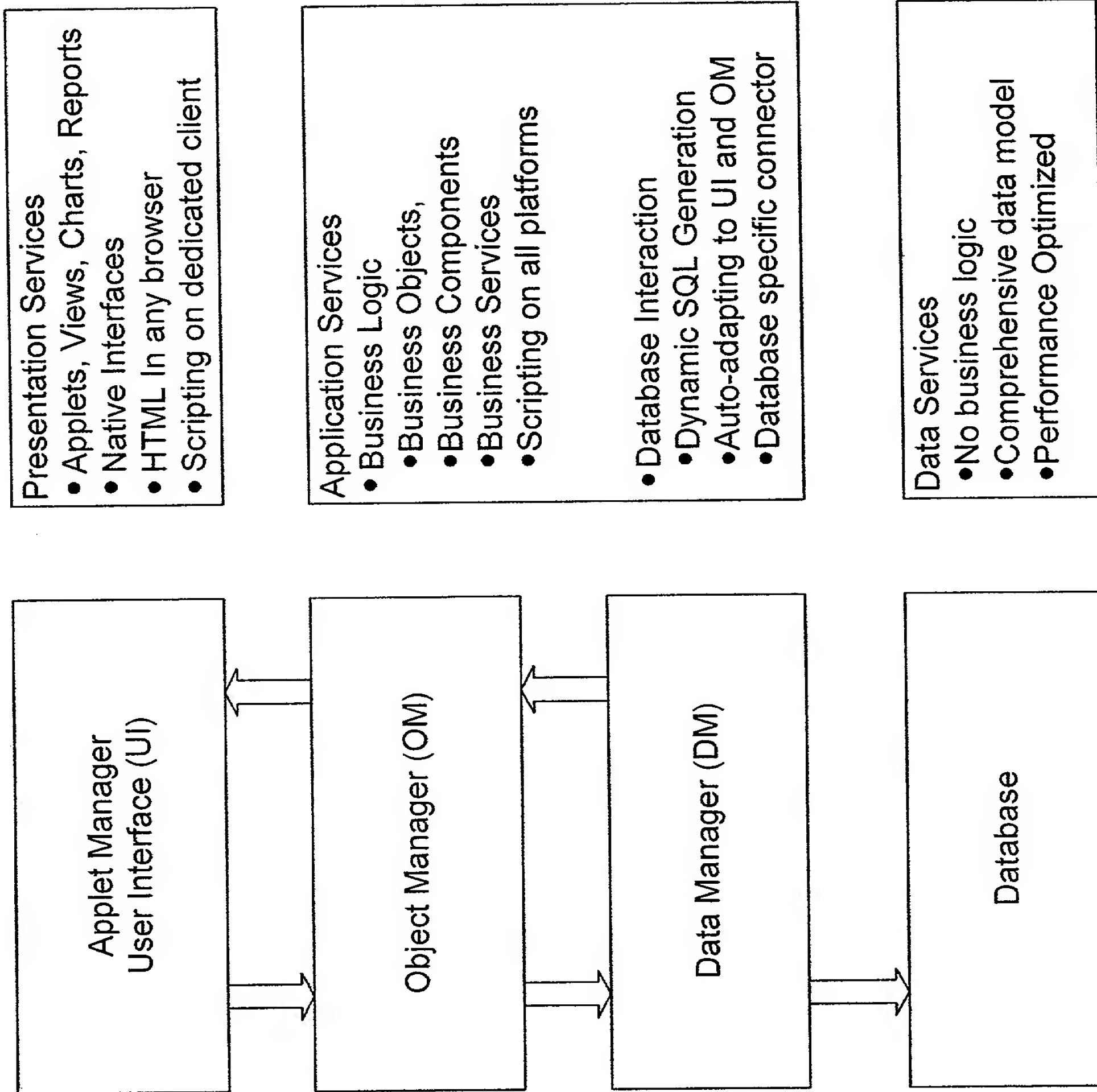


Fig. 3

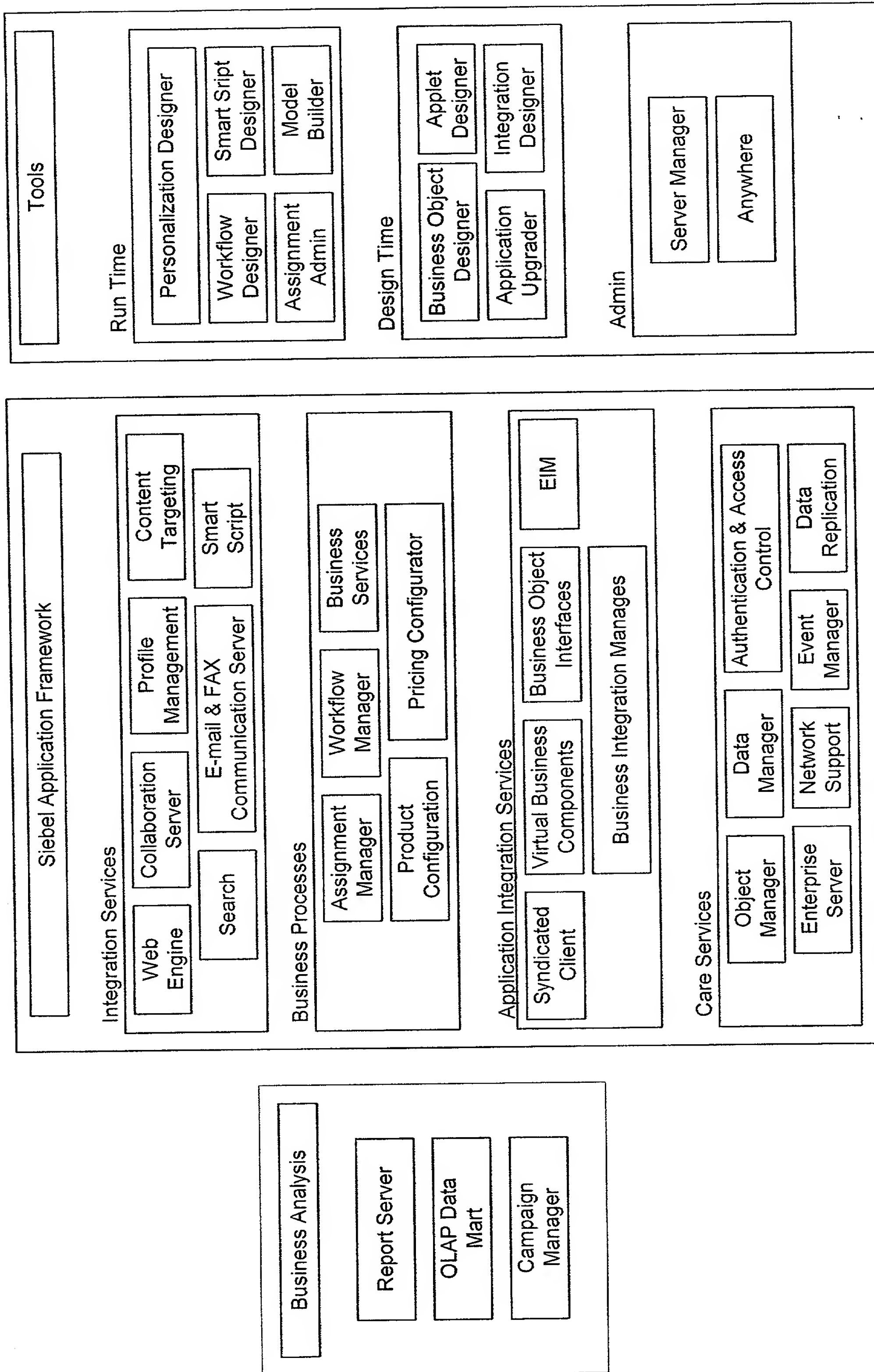


Fig. 4A

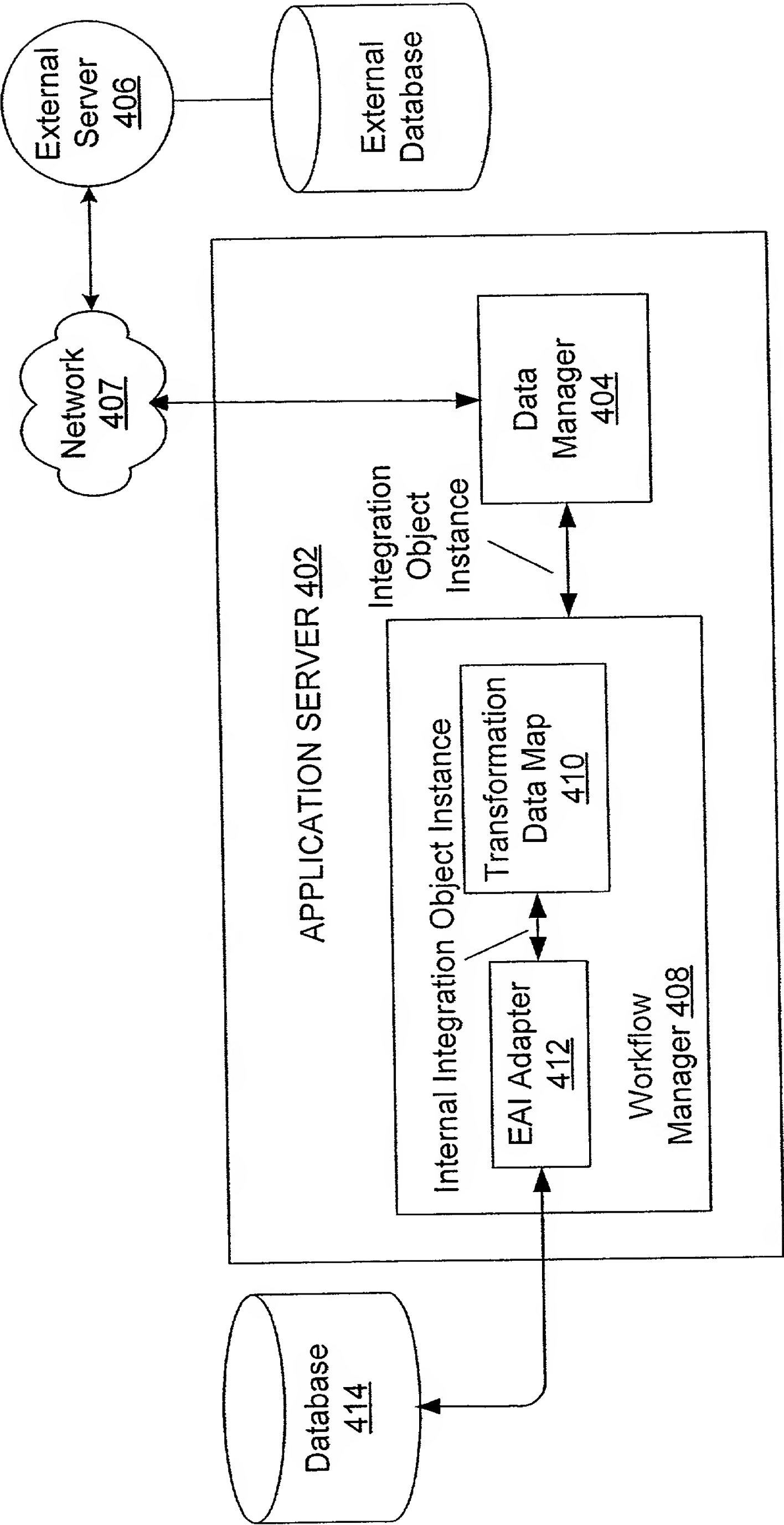


Fig. 4B

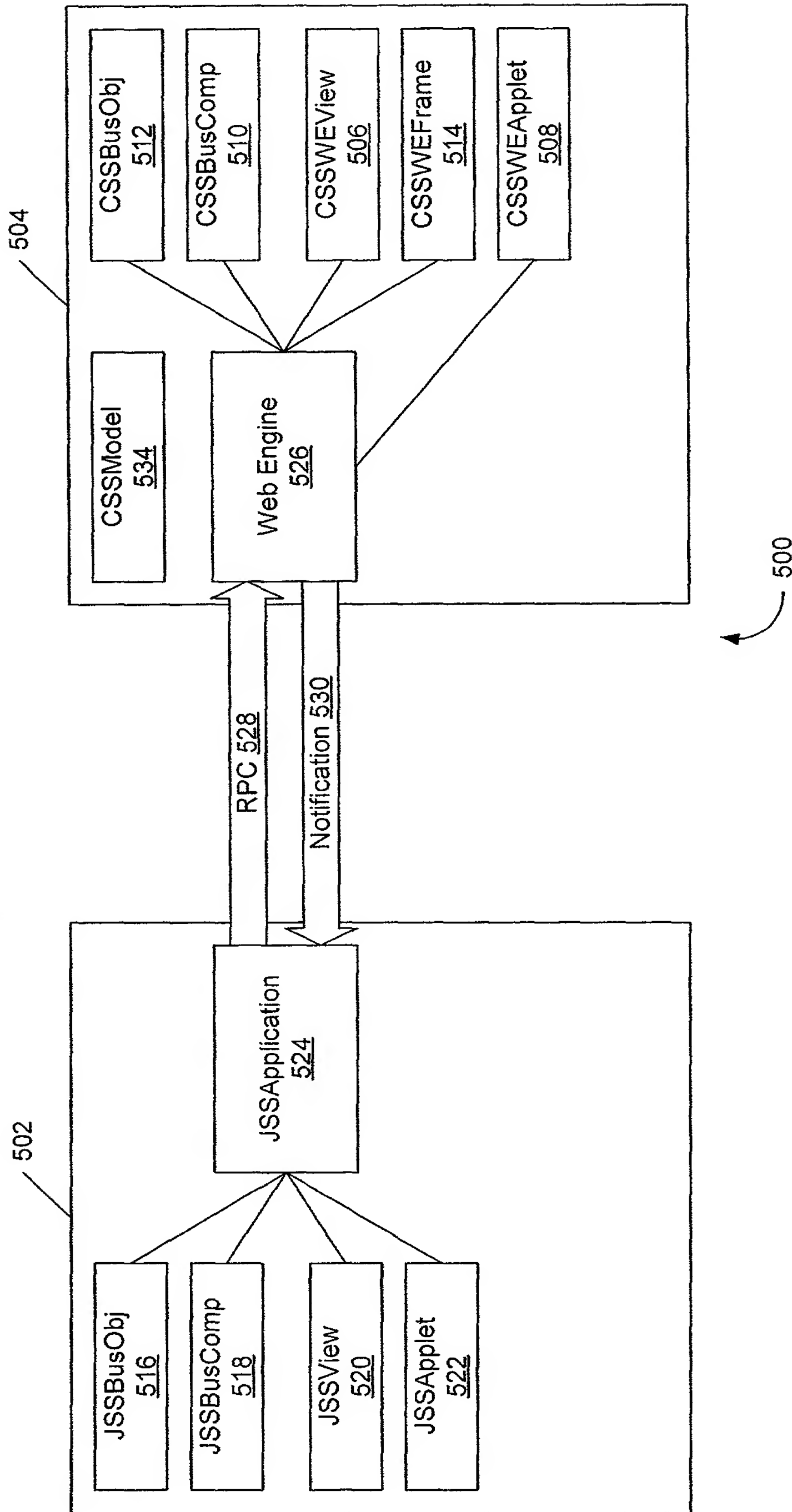
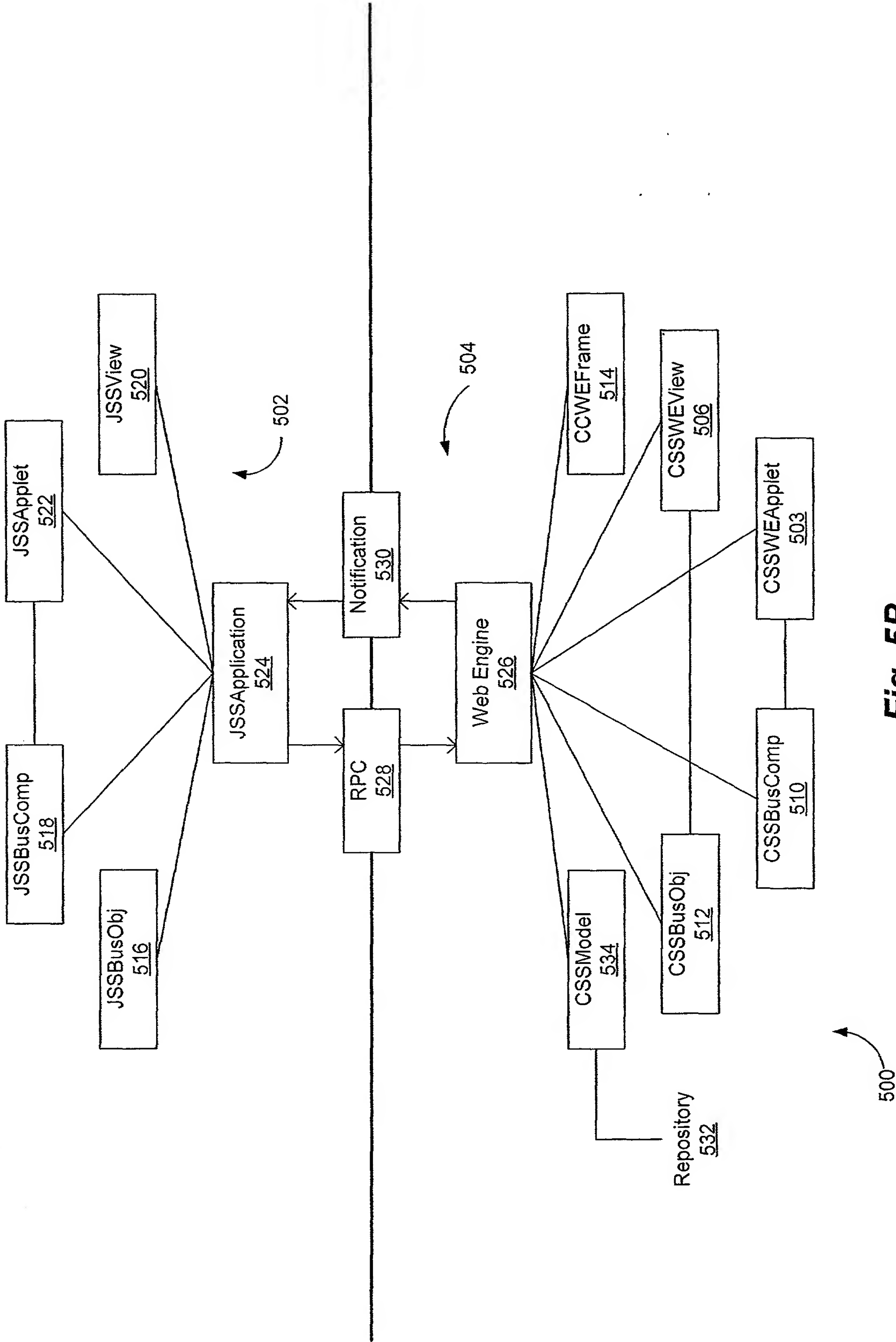
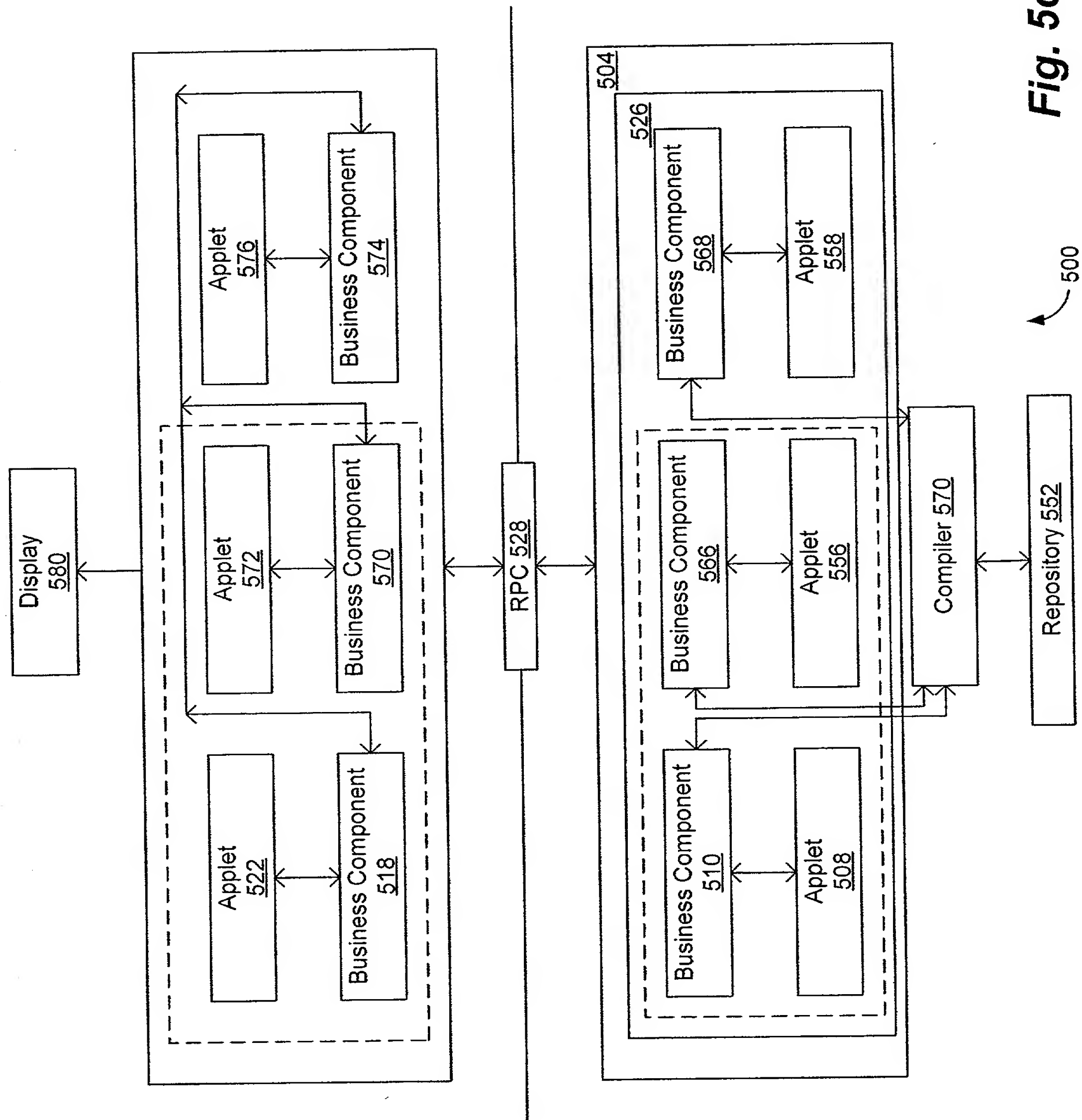


Fig. 5A





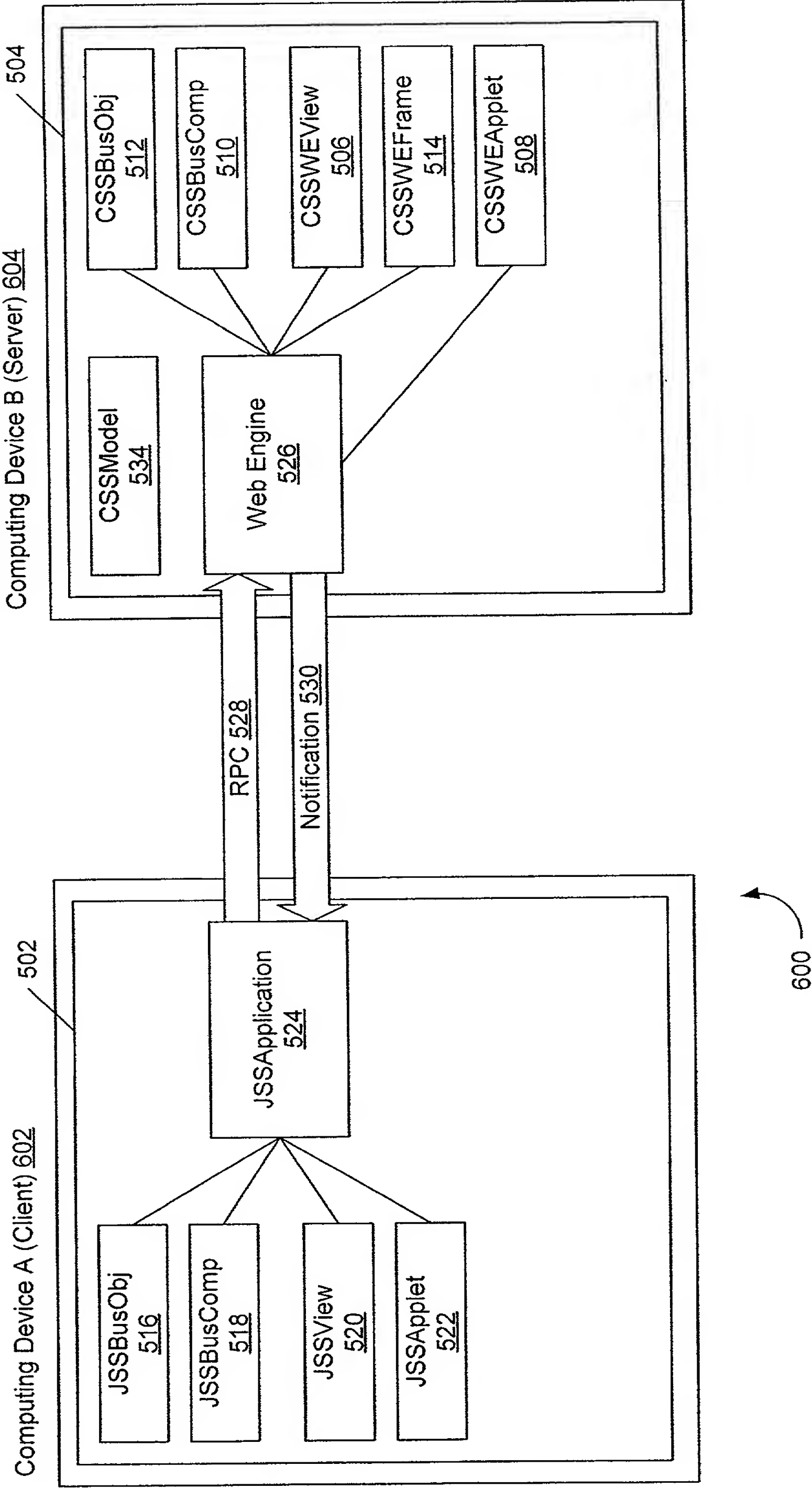


Fig. 6A

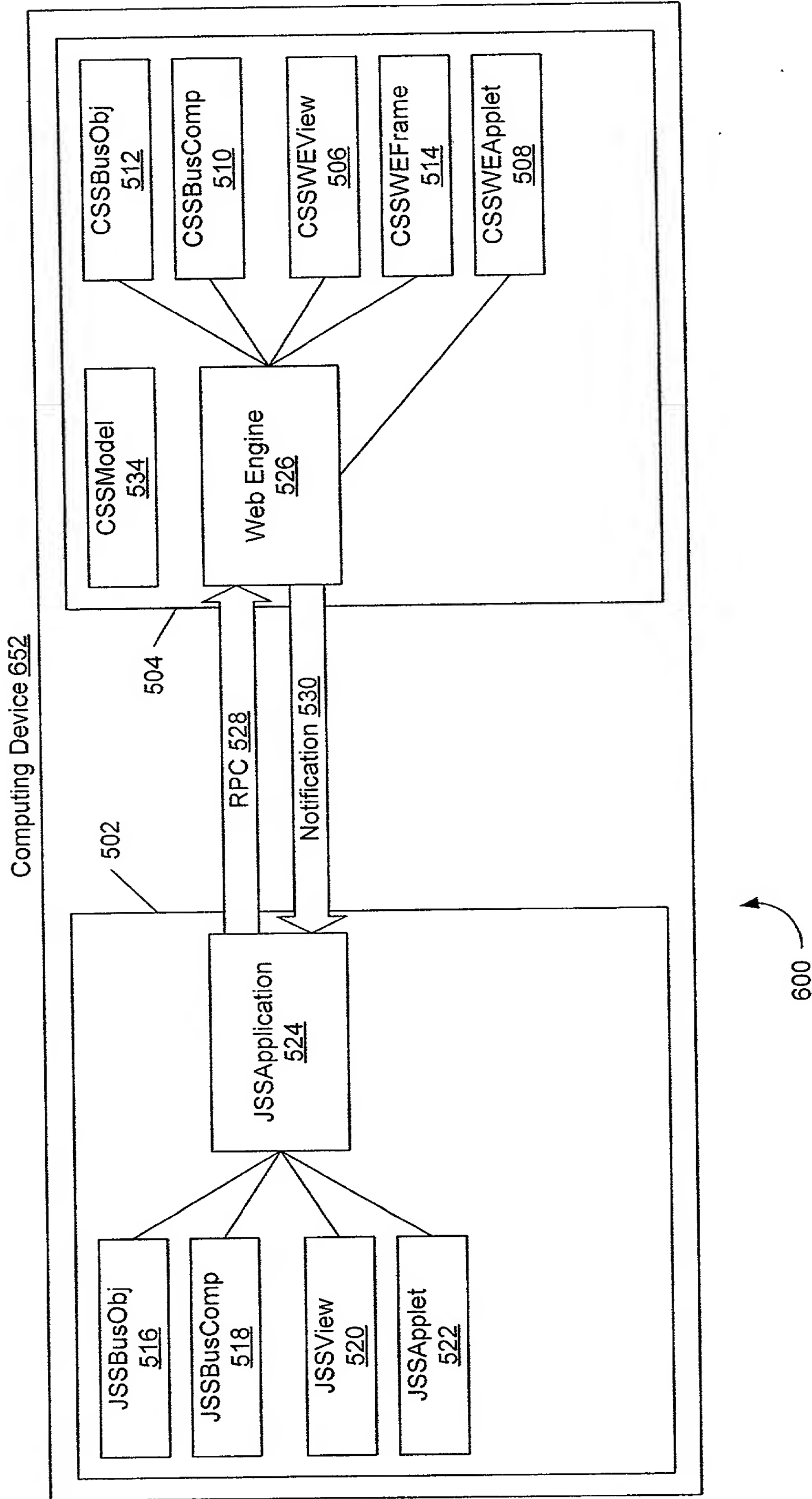


Fig. 6B

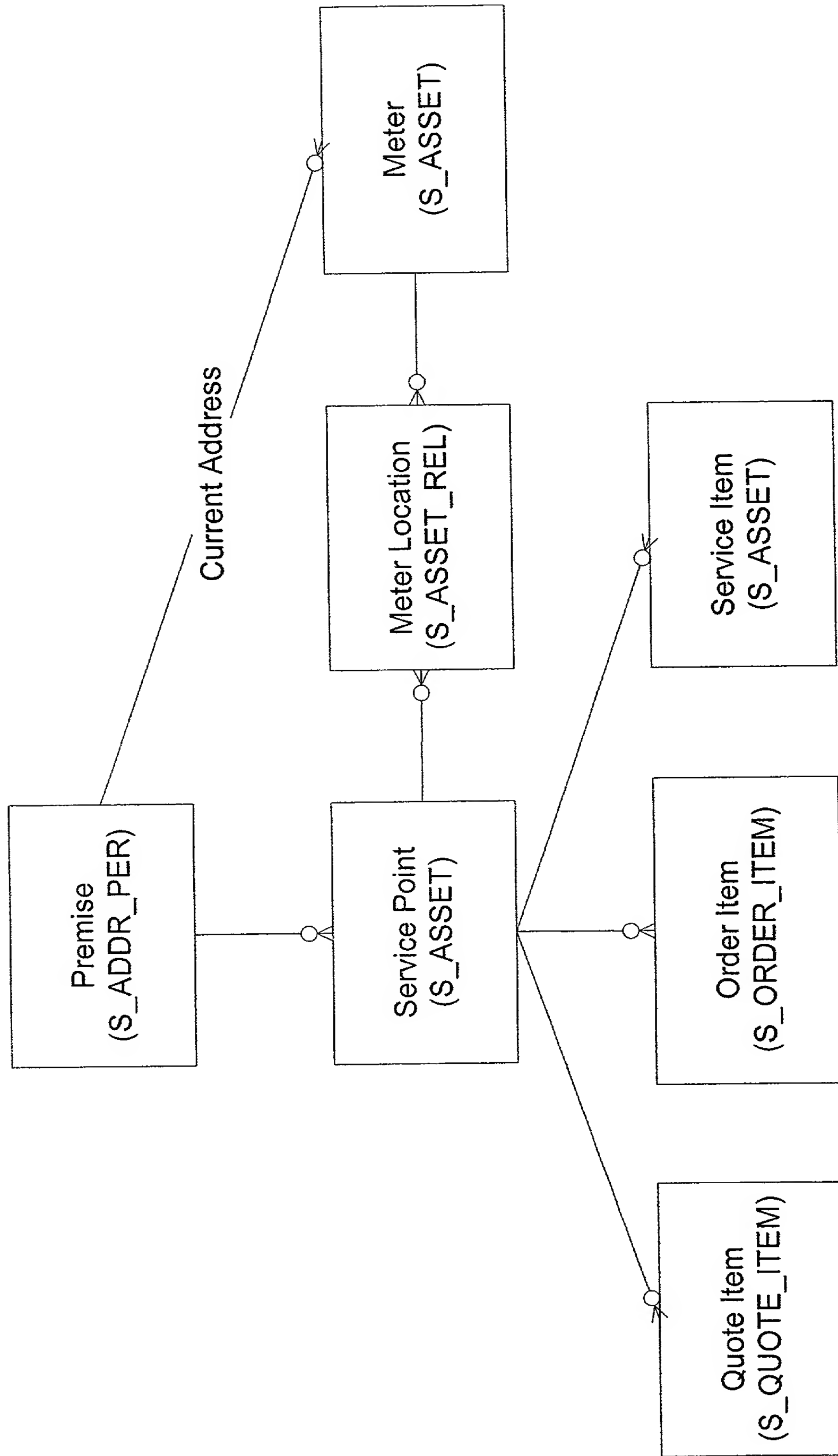


Fig. 7A

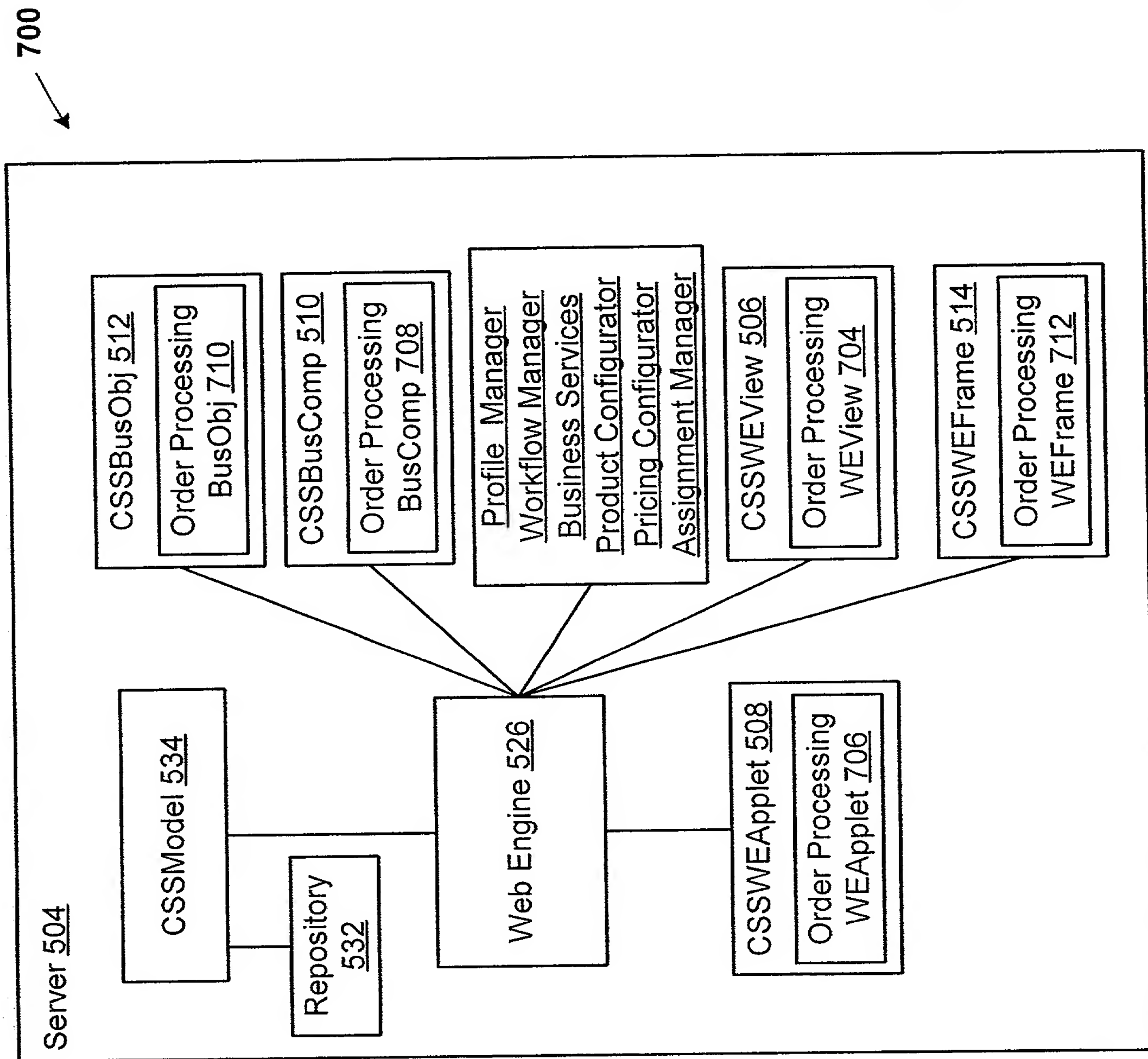


Fig. 7B

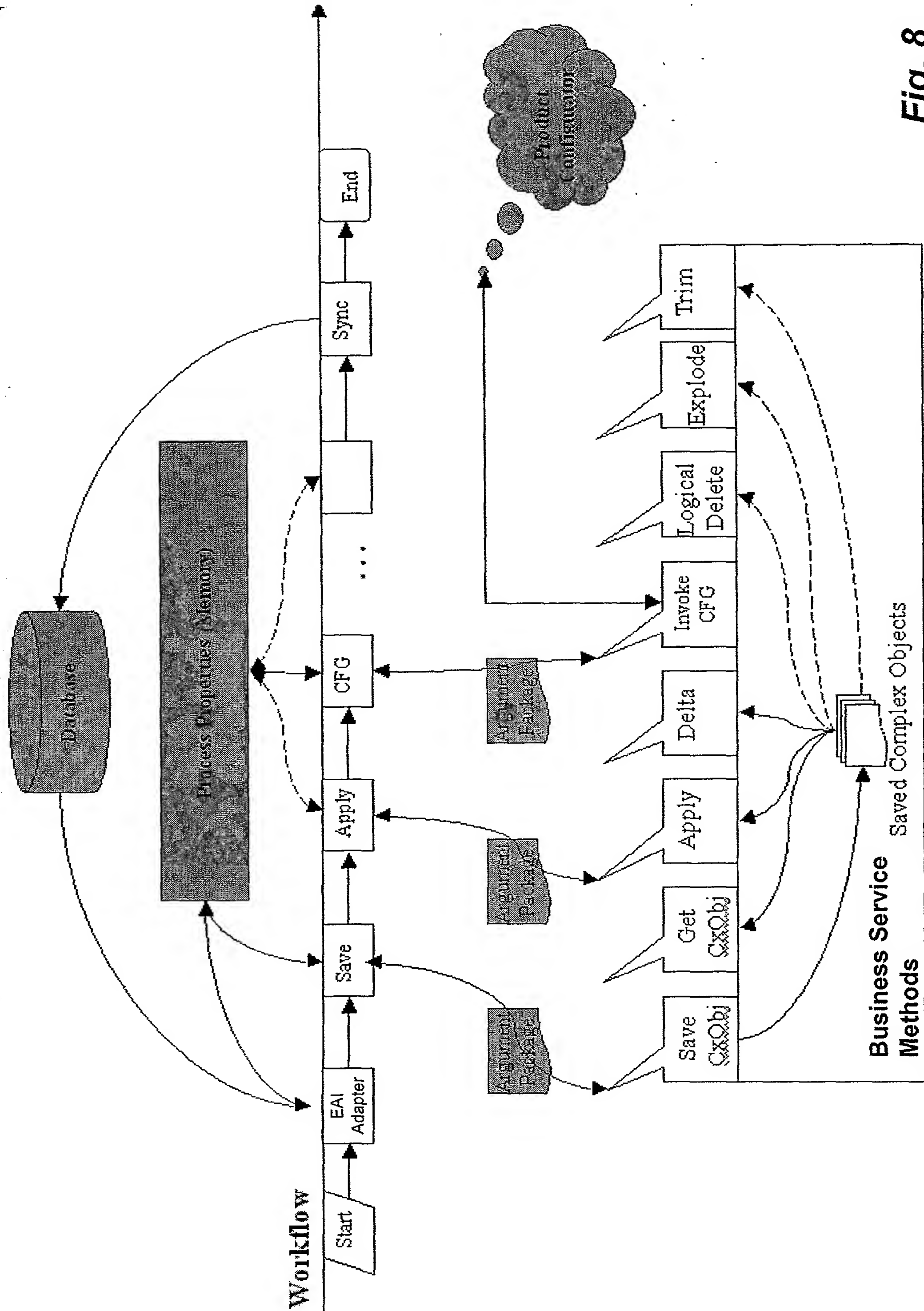


Fig. 8

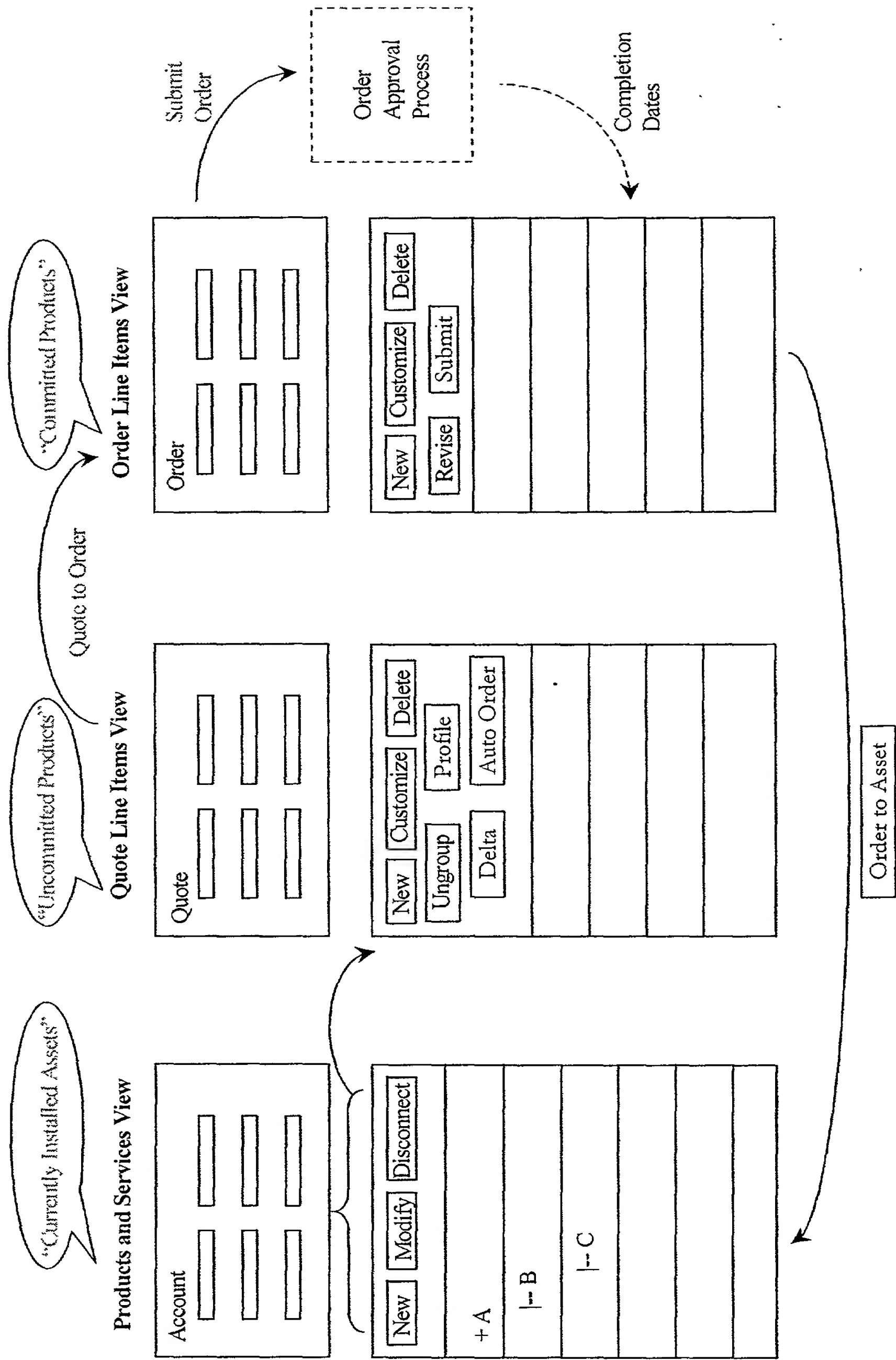


Fig. 9A

900

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Fraud Management Credit Management Agreements Co

Show: All Accounts

Account: * Null Query

Account:

New	Name	Parent	Main Phone #	Status	Type	Account Team	Account (
	ABC Americas East		(908) 456-8900	Active	Distributor	SADMIN	Customer
	ABC Mart #18	Montgomery	(908) 325-6701	Active	Retailer	SADMIN	Customer
	ABC Mart #17	Princeton	(908) 325-6702	Active	Retailer	SADMIN	Customer
	ABC Mart #21	Pennington	(908) 325-7801	Active	Retailer	SADMIN	Customer
	ABC Mart HQ	HQ	(908) 456-8900	Active	Distributor	SADMIN	Customer
	Ace Corporation		(908) 456-8900	Active	Distributor	SADMIN	Customer
	Americas Accounts		(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliati Move Account Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Address

*Name: ABC Mart #17

Address Line 1: 1200 University Avenue

City: State: Country: Zip:

Site: Princeton

Address Line 2:

State: Country: Zip:

Synonyms:

Status: Active

Industry:

Account Team: SADMIN

*Account Type: Retailer

Main Phone #: (908) 325-6702

Main Fax #: (908) 325-6705

*Account Class: Customer

Fig. 9B

Fig. 9C

←912

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Account A K Parker > Account

Account

Name: A K Parker
Address Line 1: 1000 Industrial Way
City: San Francisco
State: CA
Zip: 94104

Site:
Address Line 2:
State:

Synonyms:
Status: Active
Institutes:
Account Team:

Account Type:
Clinic
Main Phone #:
Main Fax #:

Products & Services (Billing)

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Orders

Status	Order Date	Order #	Type	Opportunity
Pending	07/12/2001	12-3629		

Additional Account Info

Billing
Agreements
Certificates

Recommended Products

Trouble Tickets

Status	Ticket ID #	Abstract
Open	31138104	Easy signals when calling not Lots of wrong numbers

Quotes

Status	Quote Number	Name
Order Placed	12-3728	5DSL Lines

Products & Services (Service)

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Trouble Tickets

Status	Ticket ID #	Abstract
Open	31138104	Easy signals when calling not Lots of wrong numbers

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Fig. 9D-1

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More Info | Agreements | Attachments | Bill To Ship To | Line Items | Line Item (SAP) | Orders | Terms & Totals | Charts

New | Save | Reprice | Reprice All | Delta Quote | Customize | Renumber | Profile | Ungroup

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	Call Waiting Wireless	150.00	150.00	1500.00	Each		12-48HDJ39	
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete

Totals | Line Detail | Attributes

1 of 7+

Save

Item Total MRC:	30.00	Item Total HRC:	150.00
Total Item Discount MRC:	10.00	Total Item Discount HRC:	100.00
Net Total MRC:	20.00	Net Total HRC:	50.00
Adjustment MRC:	0	Adjustment HRC:	0

Comments:
Description of pricing, discounts and adjustments for both MRC and HRC.

Fig. 9D-2

Fig. 9D-3

936

More Info | Agreements | Attachments | Bill To Ship To | Line Items | Line Item (SAP) | Orders | Terms & Totals | Charts

(New) (Save) (Replace) (Replace All) (Data Guide) (Cust)

1-4 of 4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Service Point ID	Action	Service Account	Billing Account	Agreement Name
1	10	Call Waiting	150.00	150.00	1500.00	Each		12-48H009		A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
2	1	Nokia 8209	3.00	3.00	30.00	Per Month	273498201		Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
3	1	Nokia 8209	160.00	160.00	160.00	Each			Add	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement

Totals | Line Item Detail | Attributes

(Save) (1-2 of 2)

Attribute Name	Data Type	Value	Description	Action
No. Of Rings	Number	5	Number of rings before call is forwarded	Update
Forwarding No.	Text	(650) 278-3632	Number to forward call to	

Fig. 9D-4

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↓

Fig. 9E

Fig. 9E

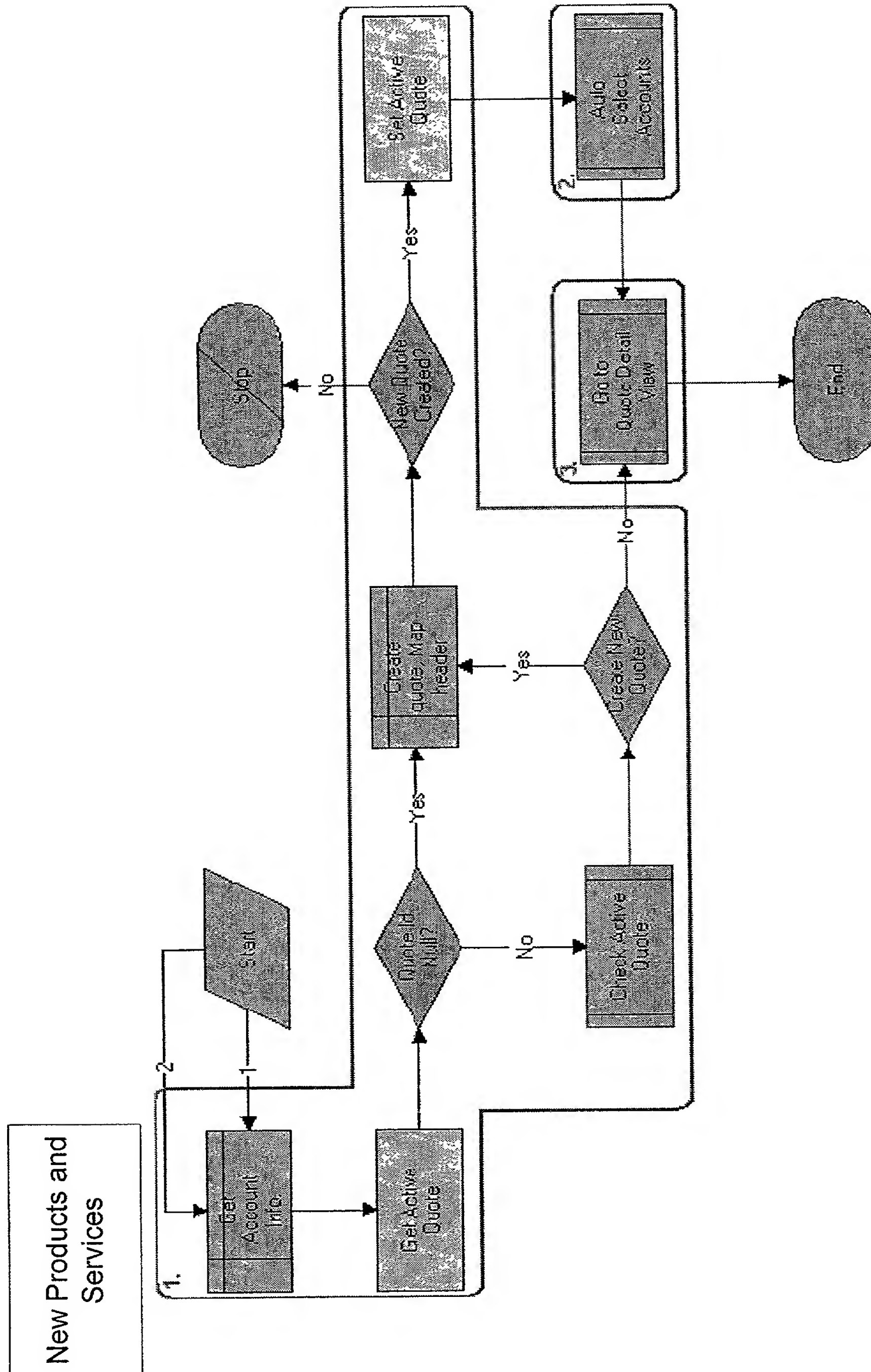


Fig. 10A

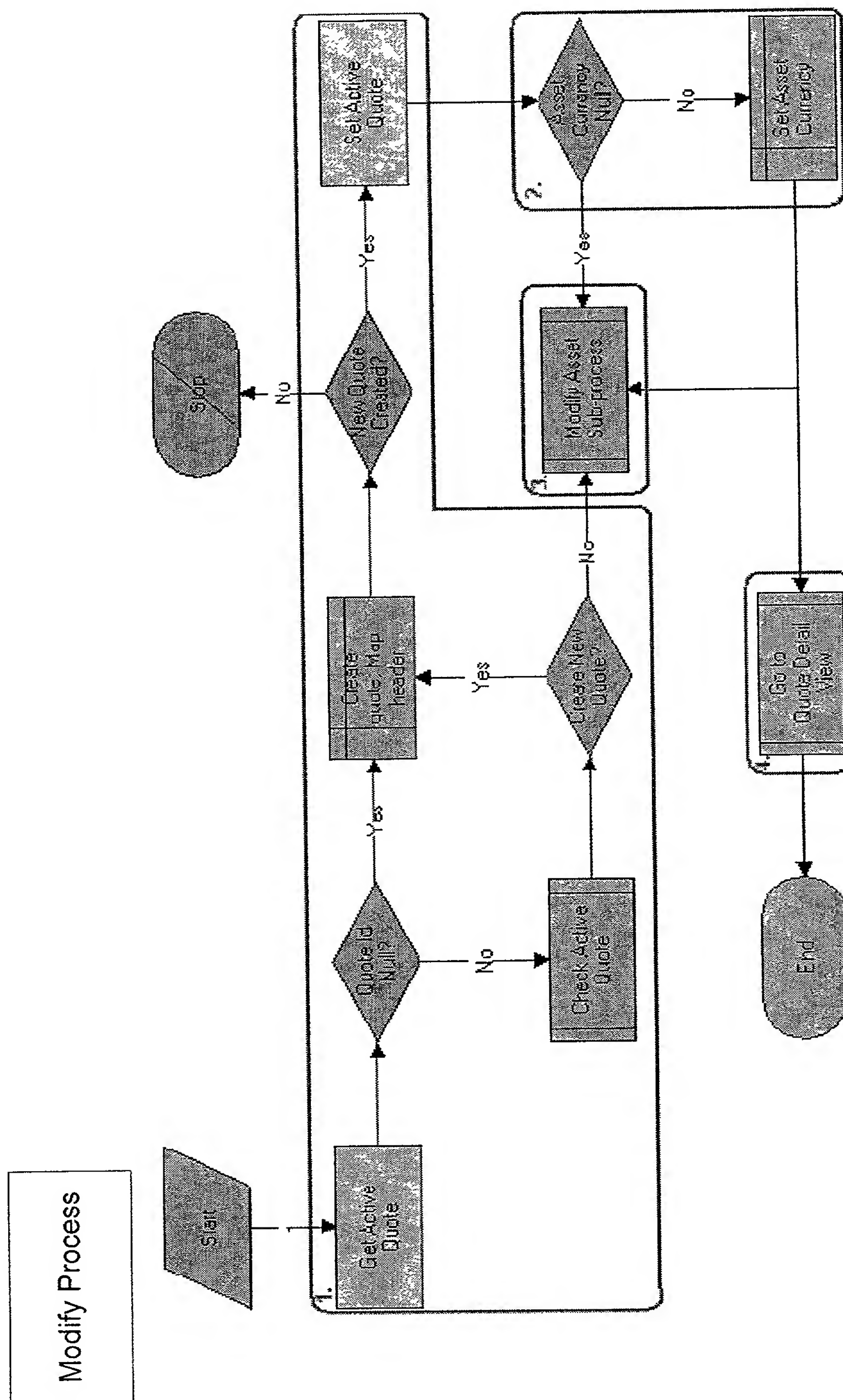


Fig. 10B-1

Modify Asset
Sub-process

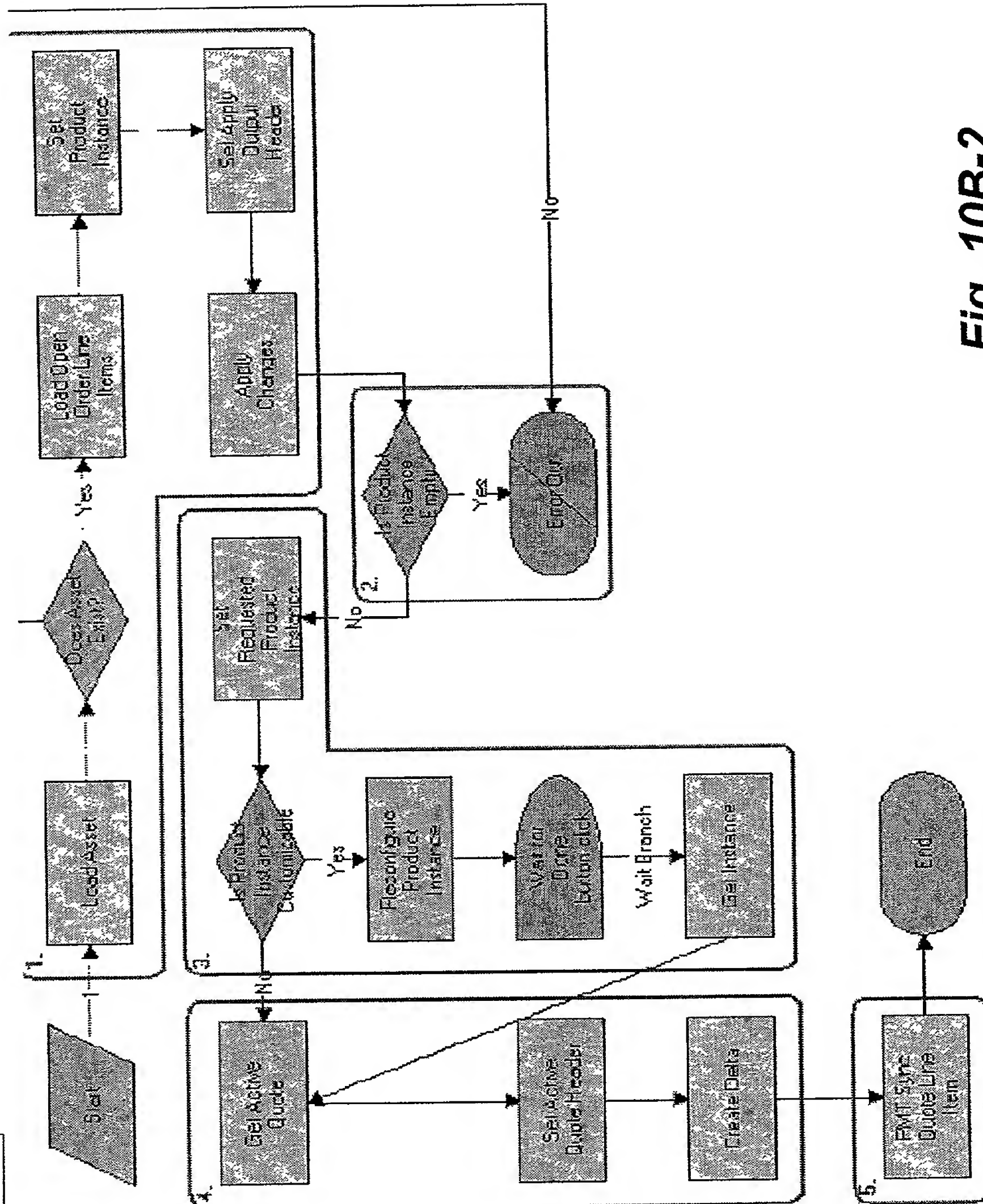


Fig. 10B-2

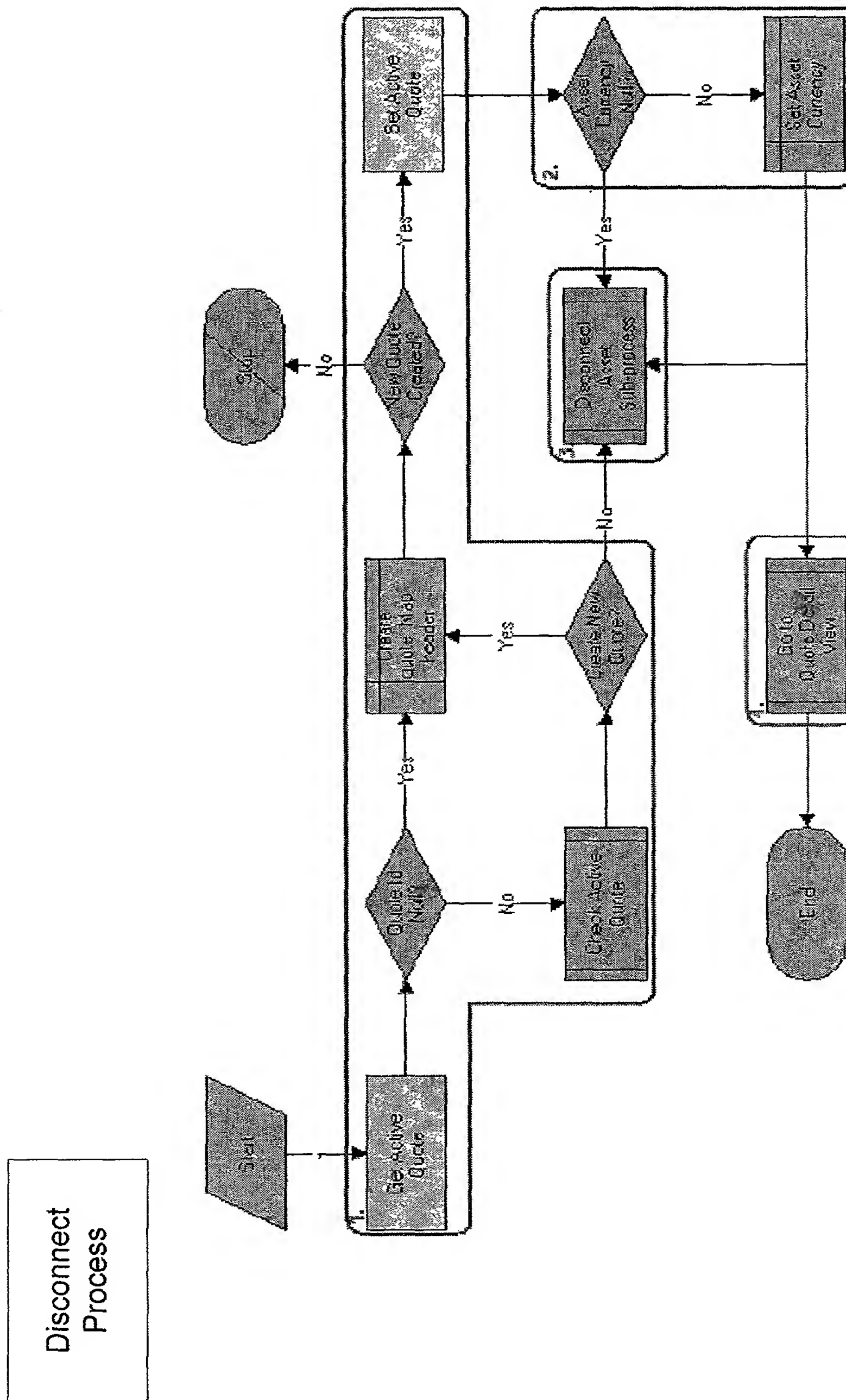


Fig. 10C-1

Disconnect Asset
Sub-Process

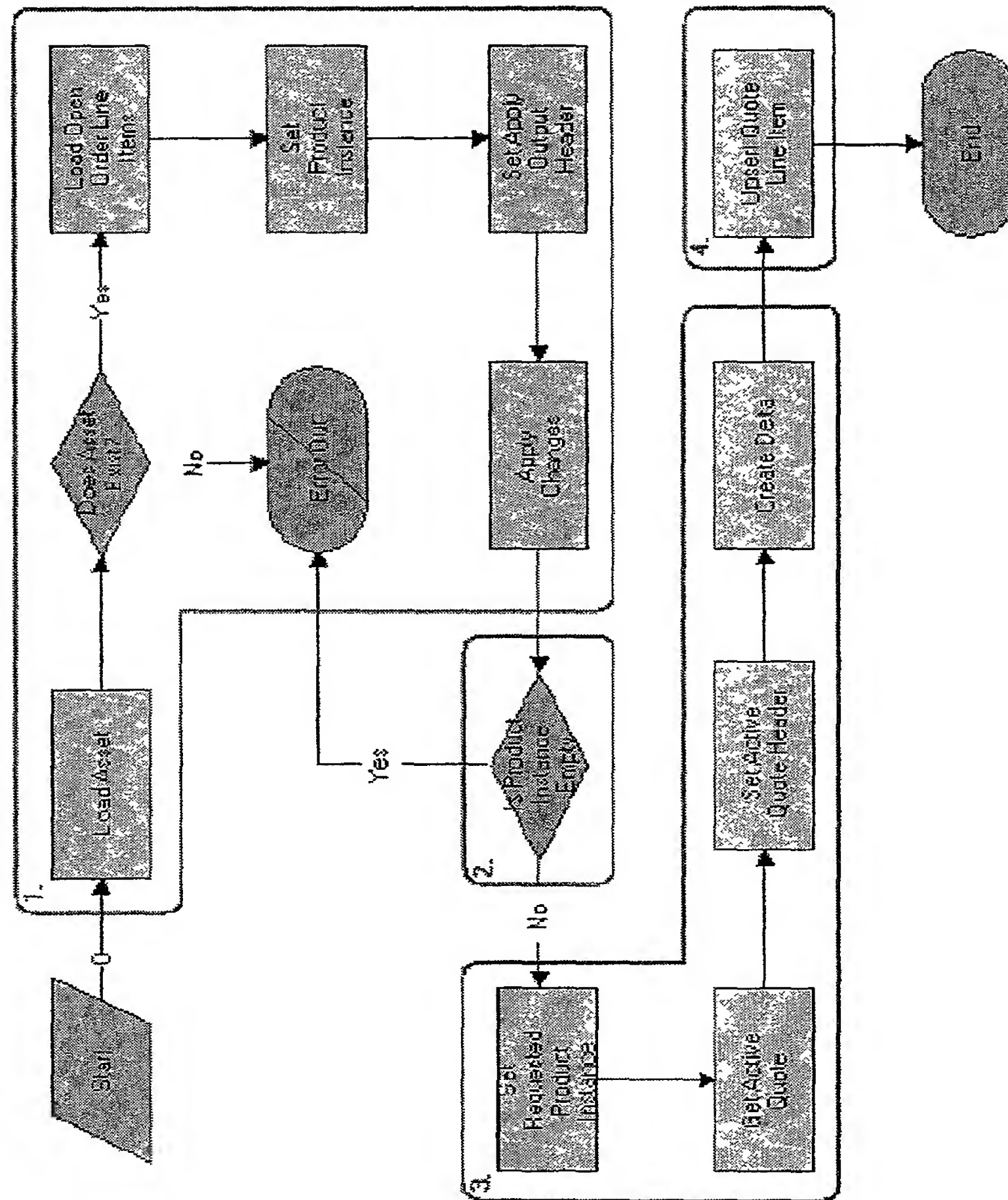


Fig. 10C-2

Profile Process

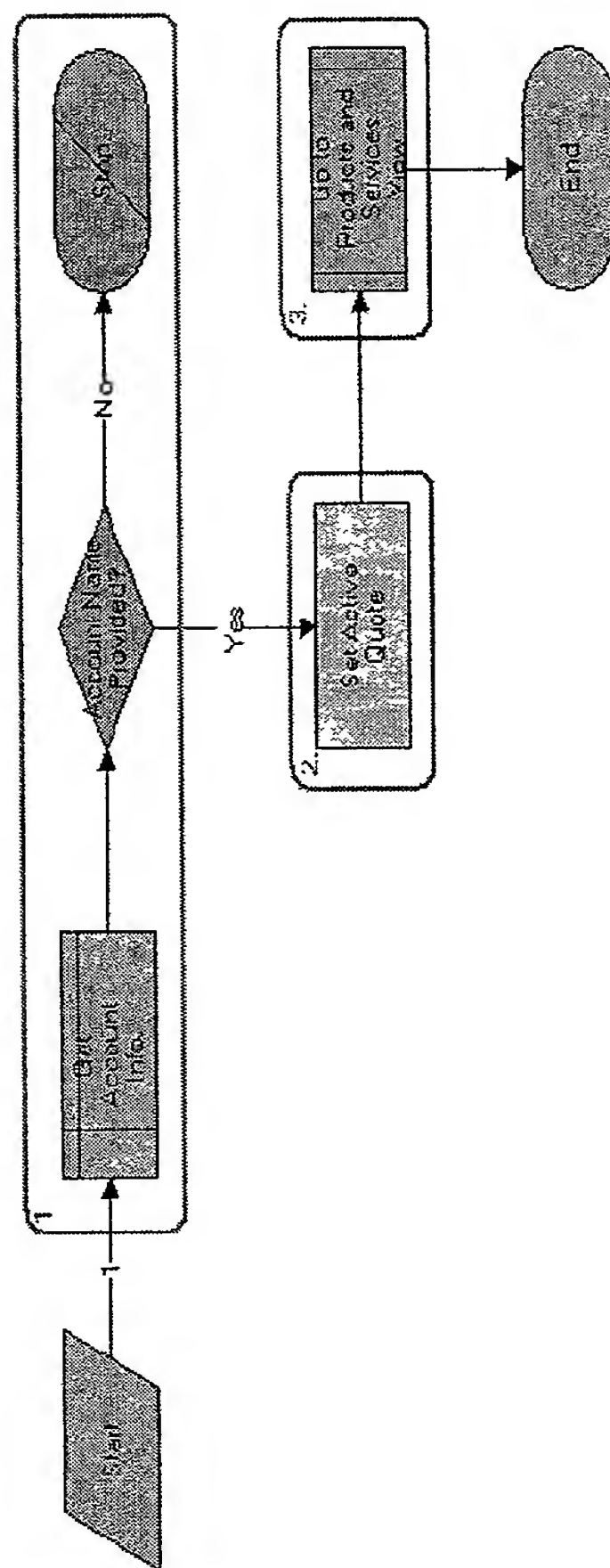


Fig. 10D

Edit Quote Line
 Item Process

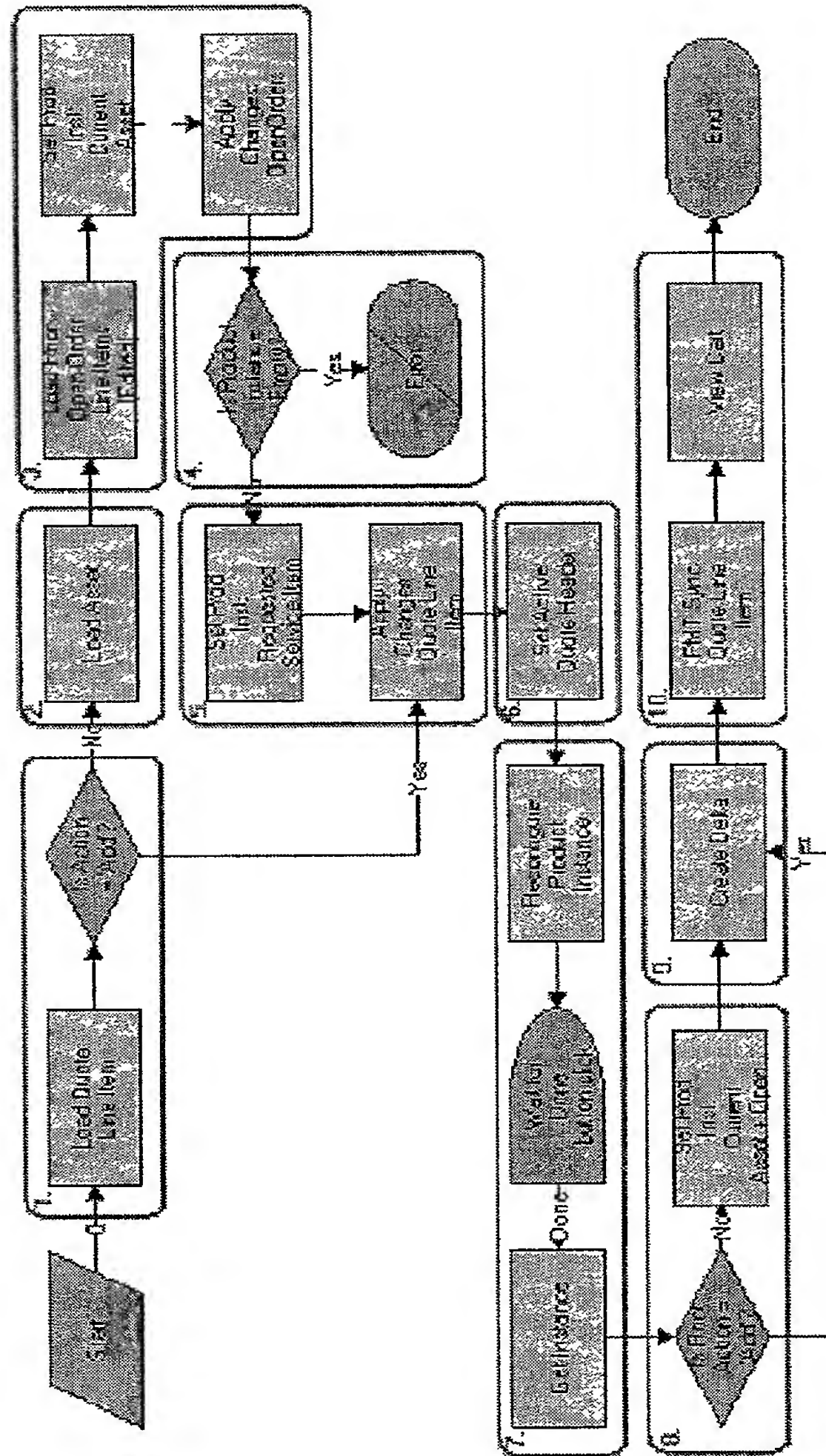


Fig. 10E

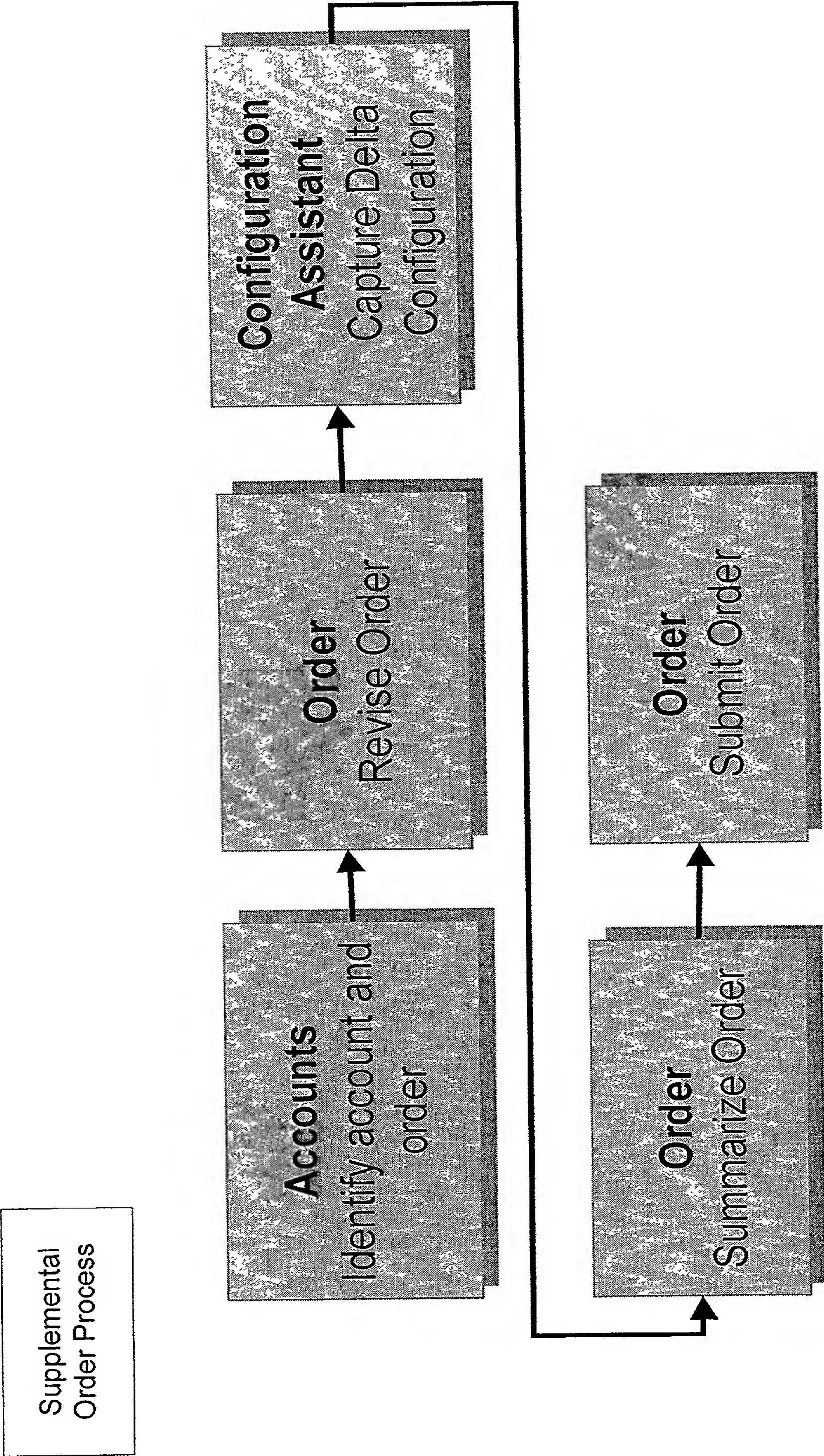


Fig. 10F

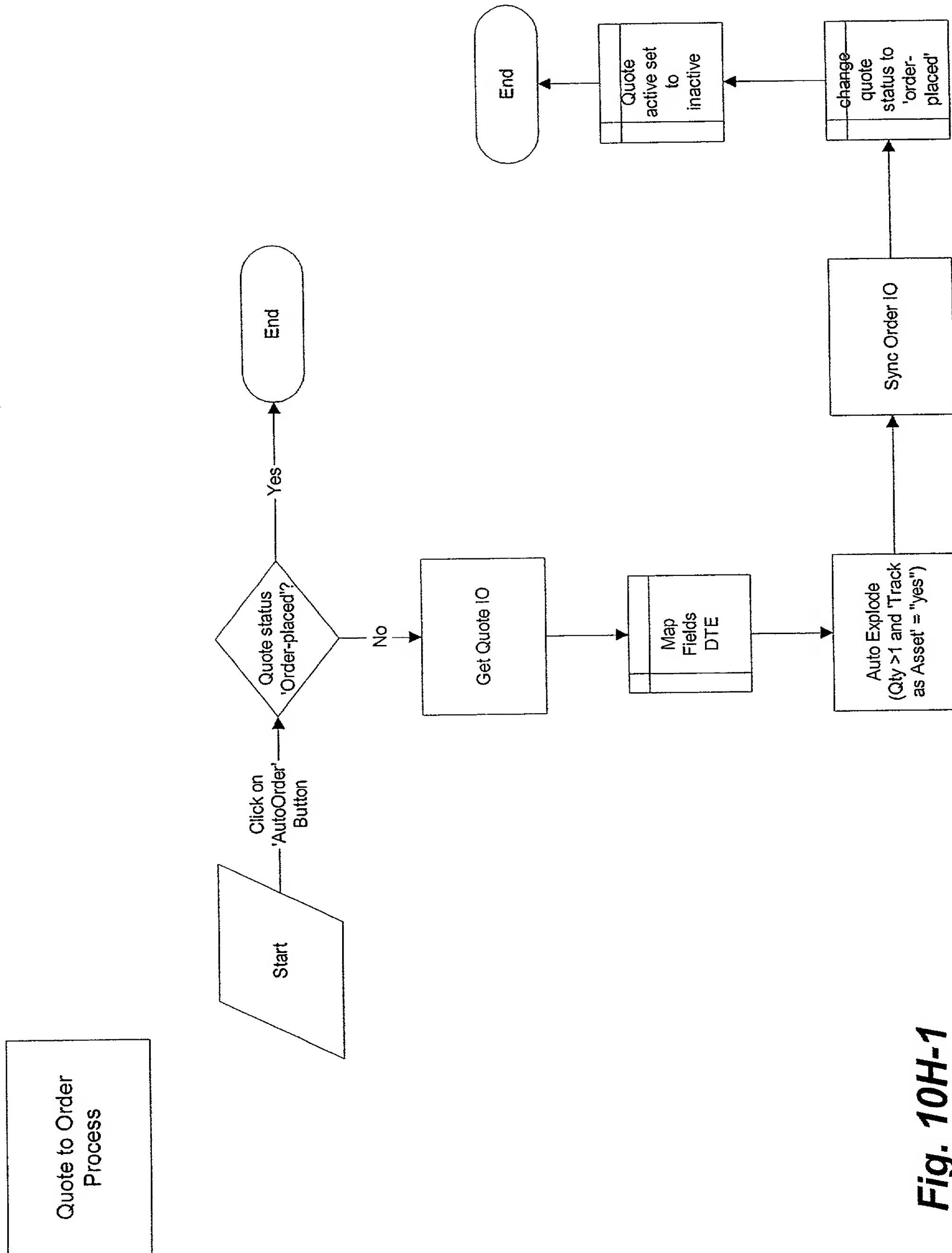


Fig. 10H-1

Quote: **Quote**

Quote #:	1-10MLH	Opportunity:		Account:	Marriott International
Revision:	1	Status:	Order Placed	Last Name:	Dalton
Name:	1-10MLH	Price List:	Application List Prices - eBusiness	First Name:	Mike
Active:	<input checked="" type="checkbox"/>	Discount:		*Currency:	USD

Order #	Order Date	Type	Status	Account	Priority
1872-1713501	9/18/2001 2:39:26 PM	Sales Order	Open	Marriott International	Medium

FIG. 10H-2

Update
Opportunity
Process

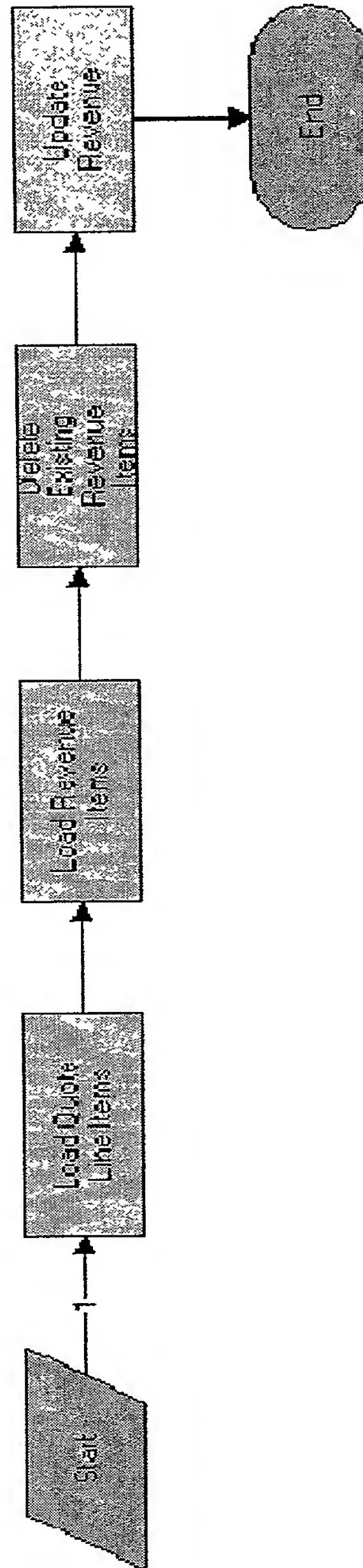


FIG. 10I

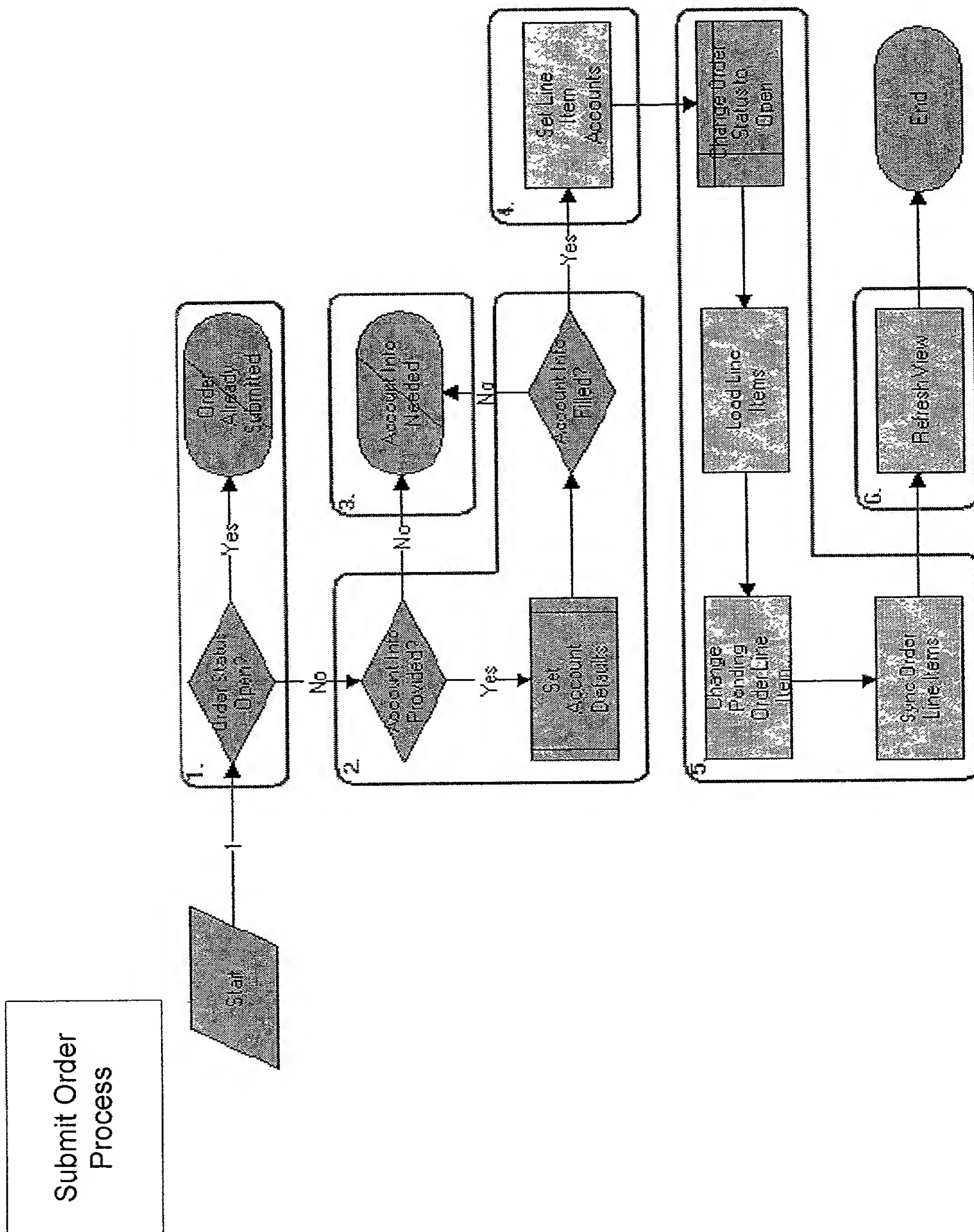


Fig. 10J

Ungroup Process

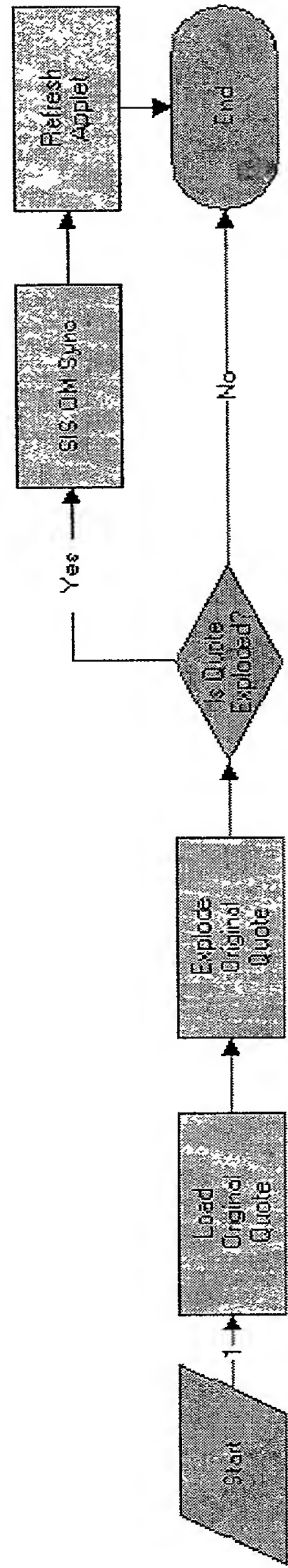


Fig. 10K

APPLY Completed
Service Order Line
Item Process

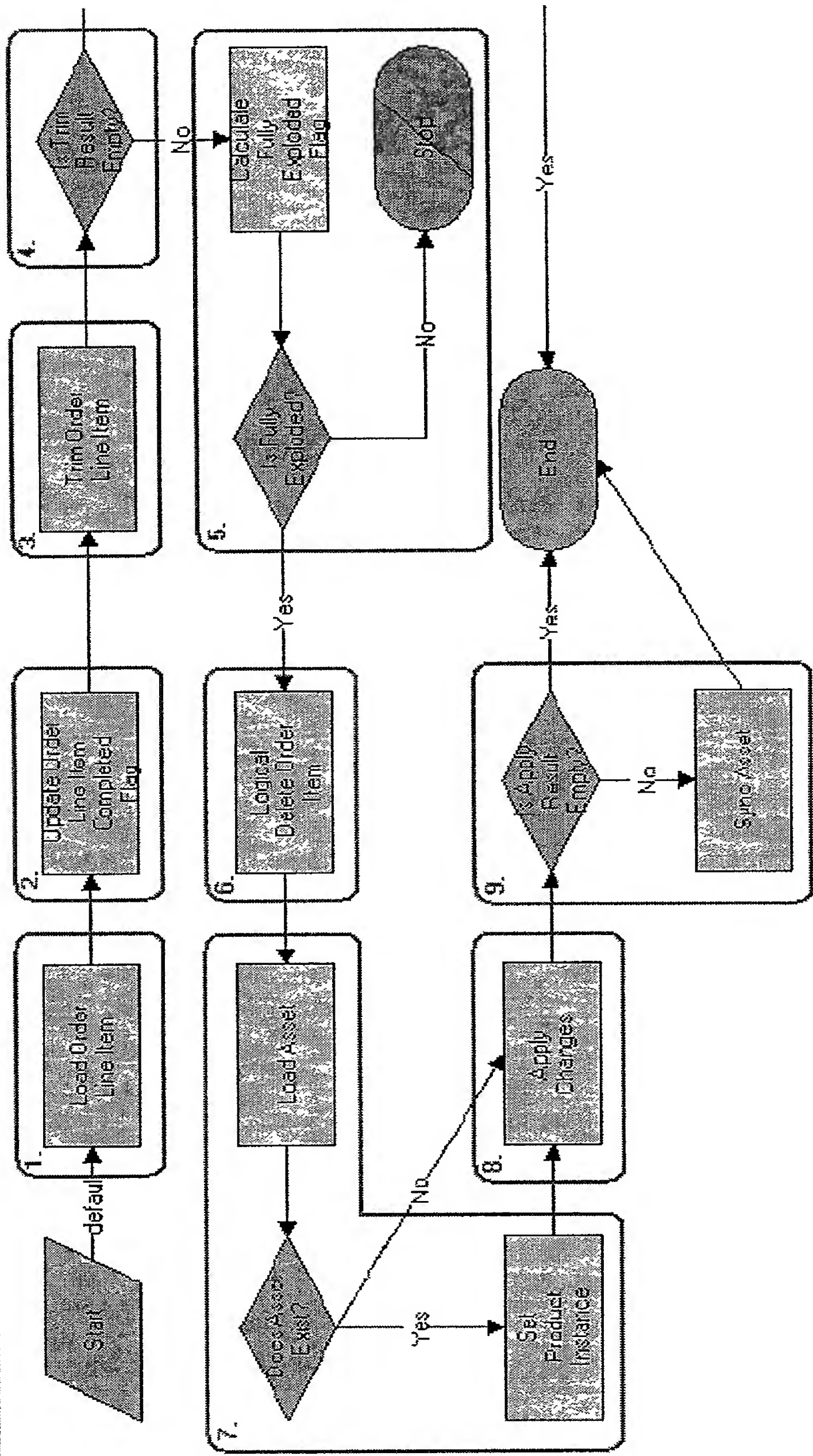


Fig. 10L

Move Process

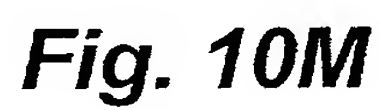


Fig. 10M

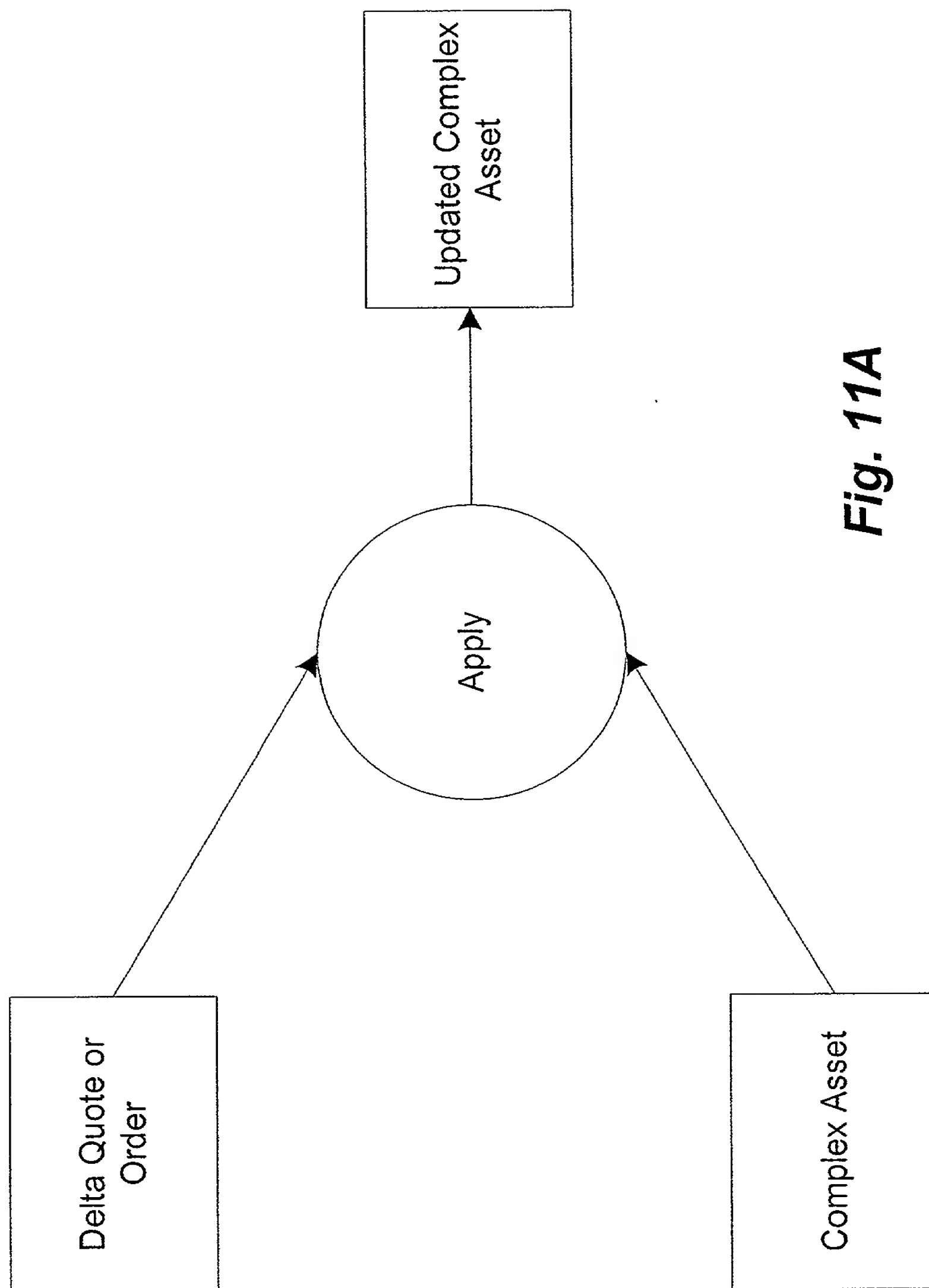


Fig. 11A

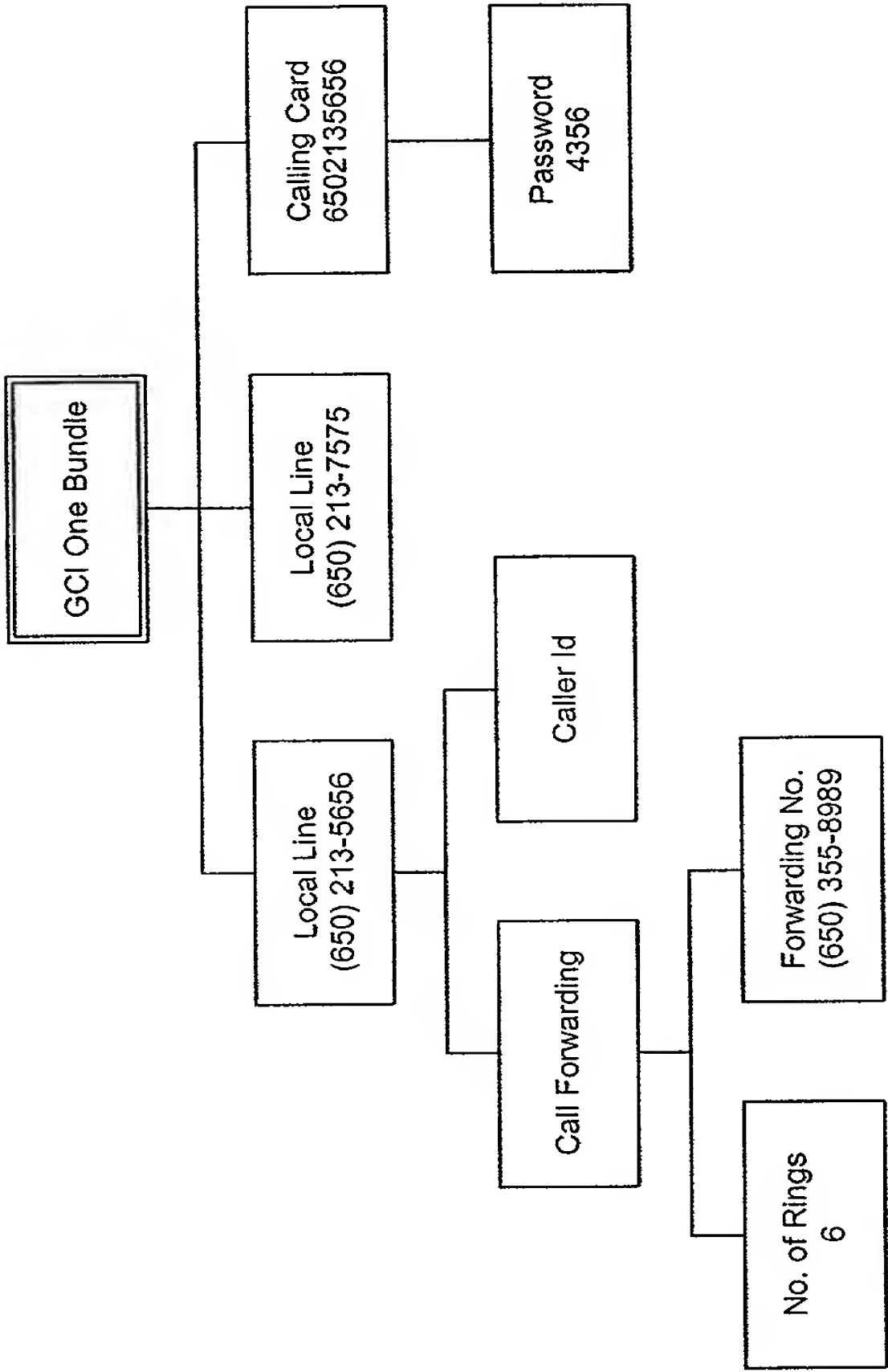


Fig. 11B-1

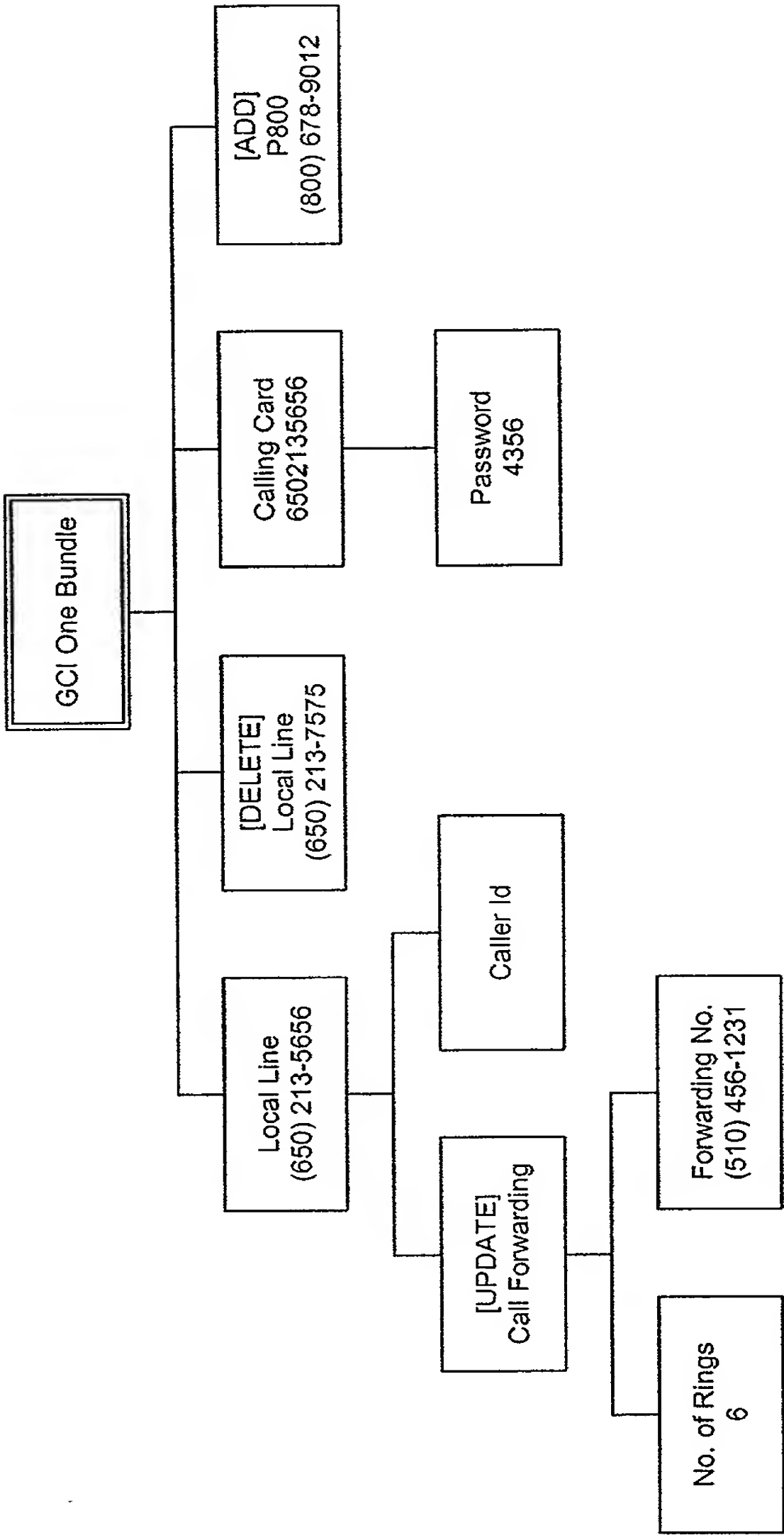


Fig. 11B-2

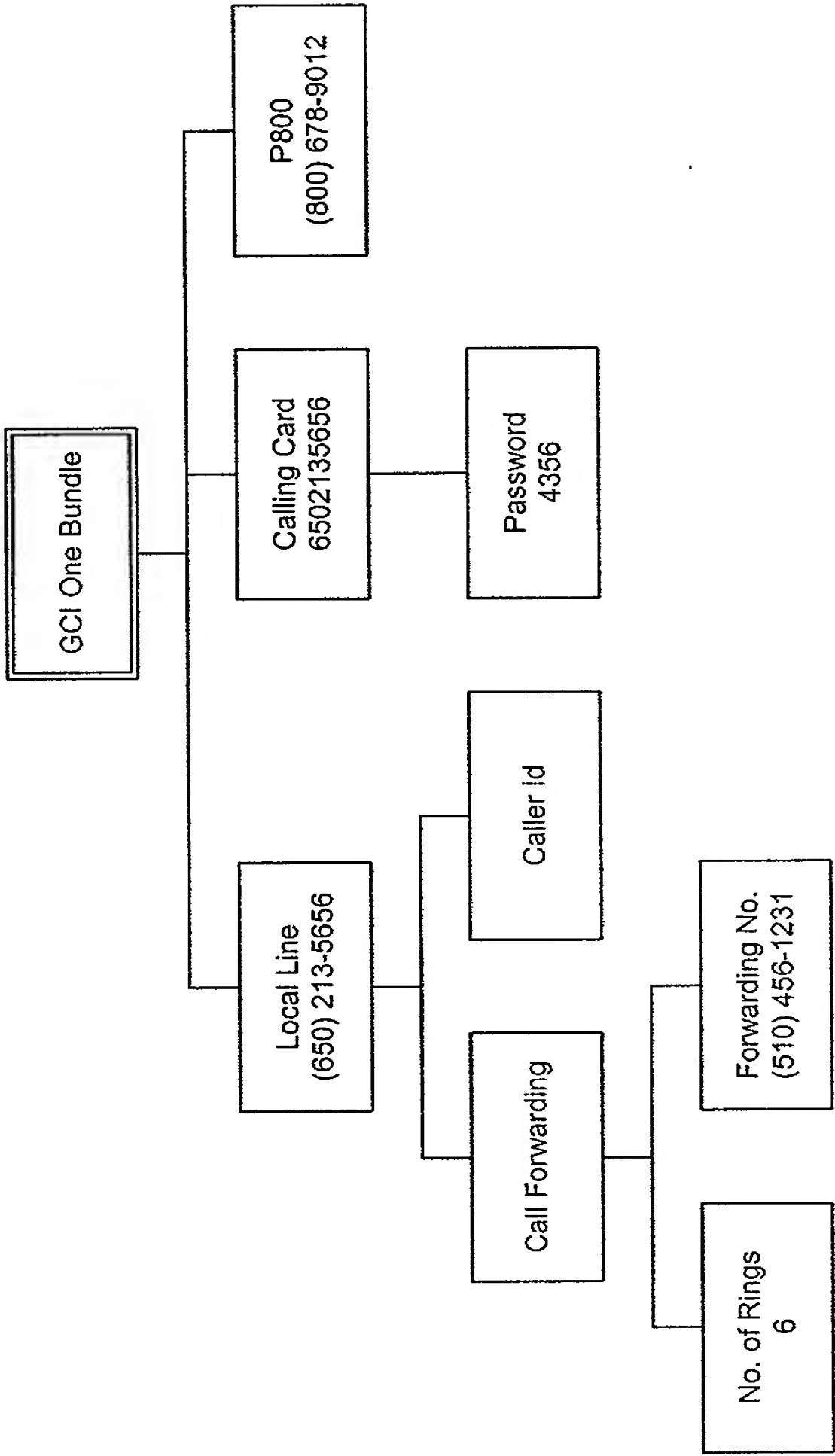


Fig. 11B-3

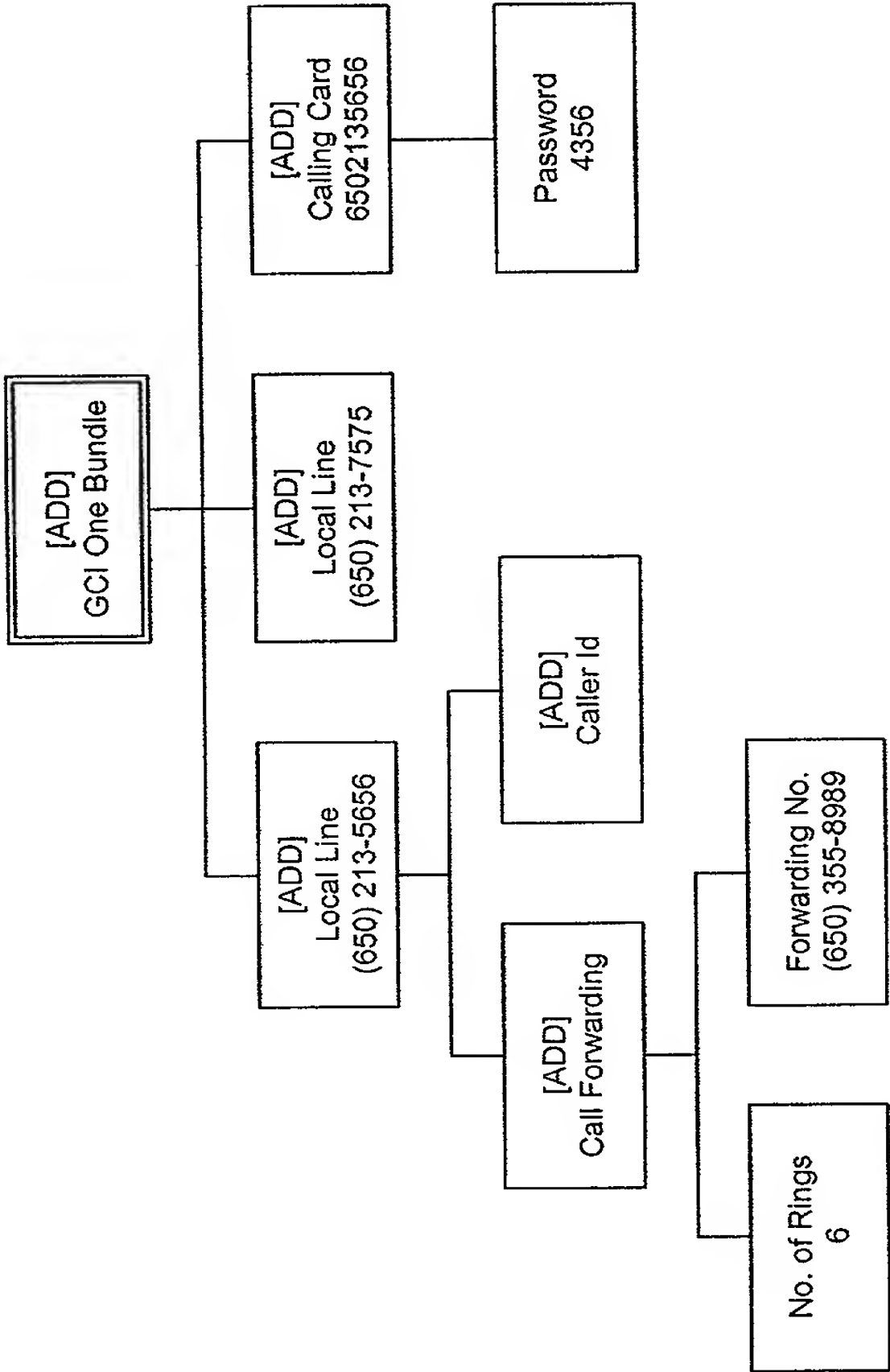


Fig. 11C-1

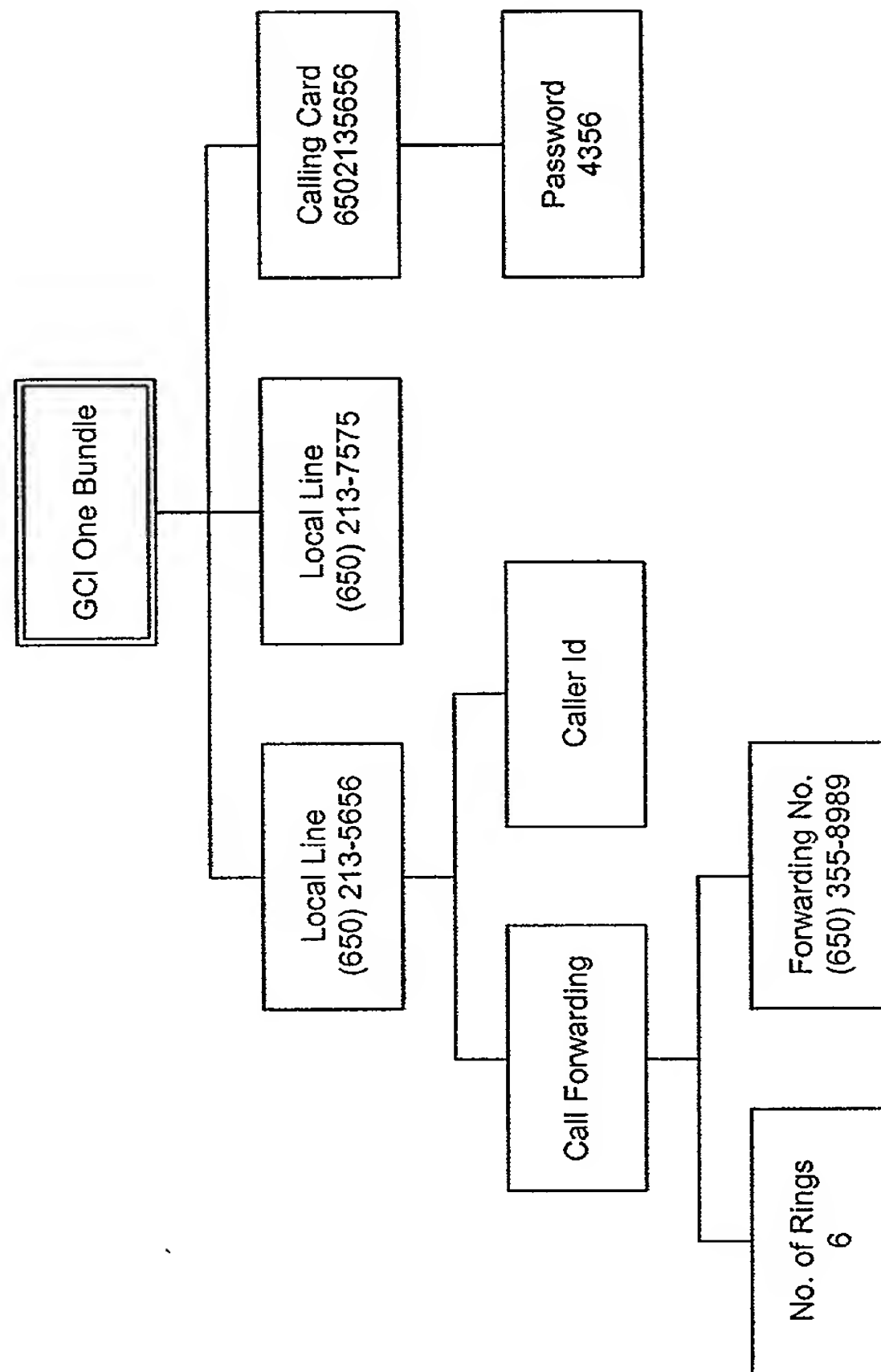


Fig. 11C-2

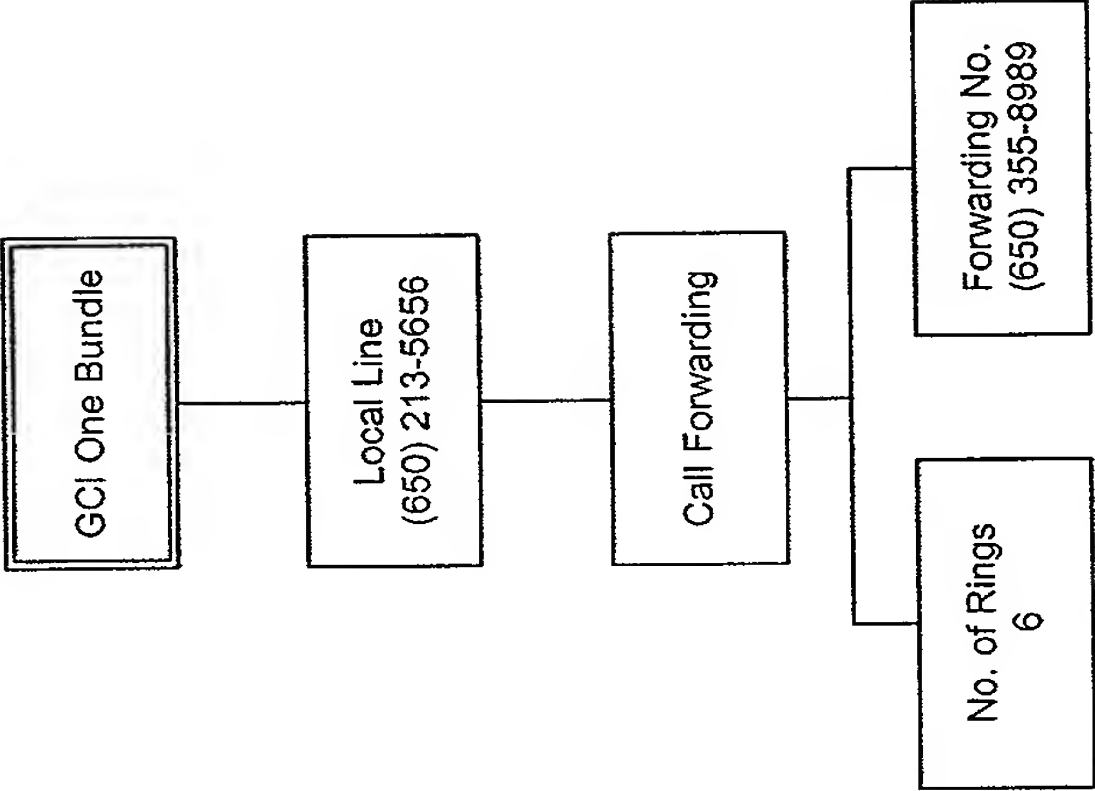


Fig. 11D-1

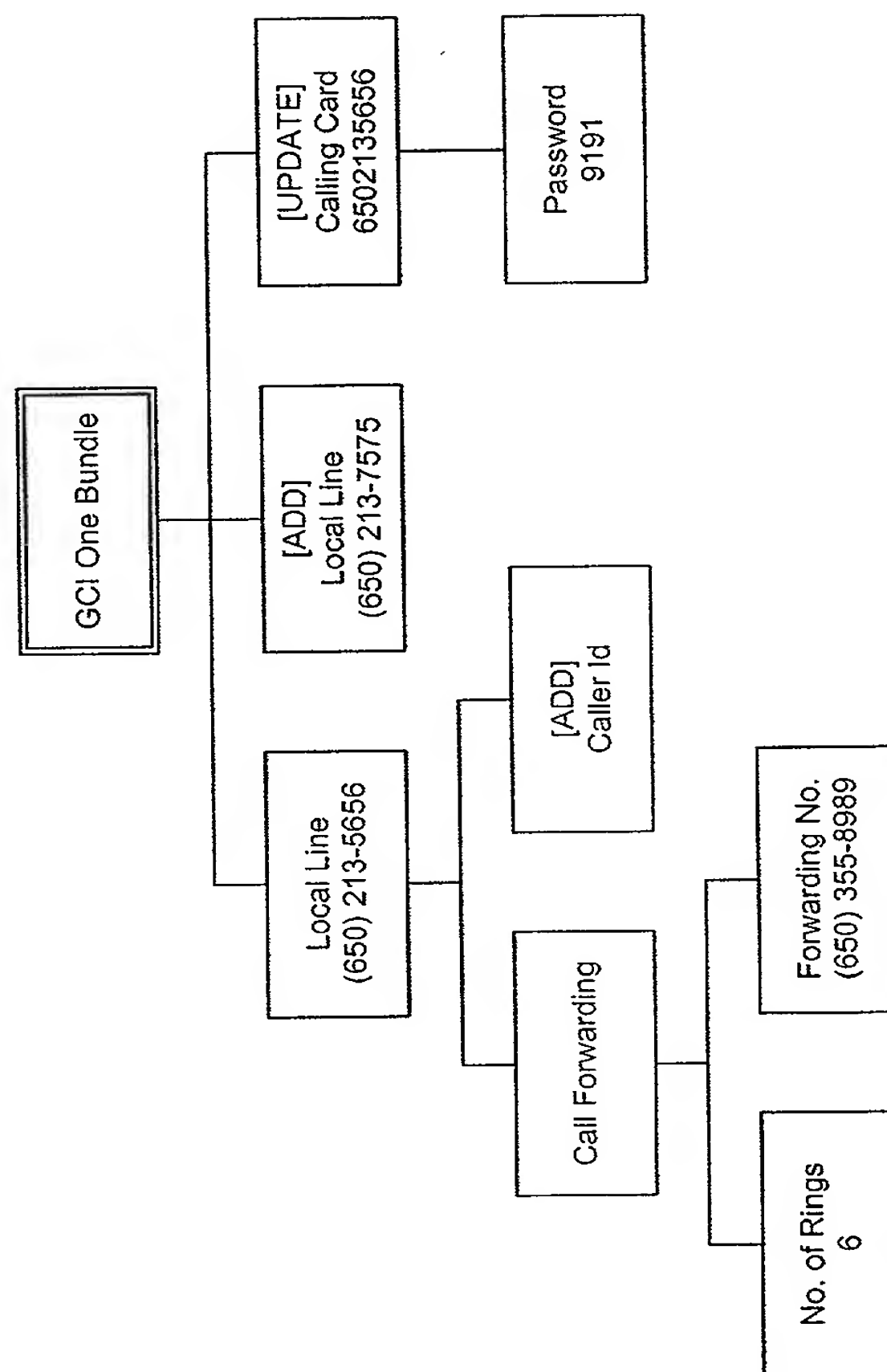


Fig. 11D-2

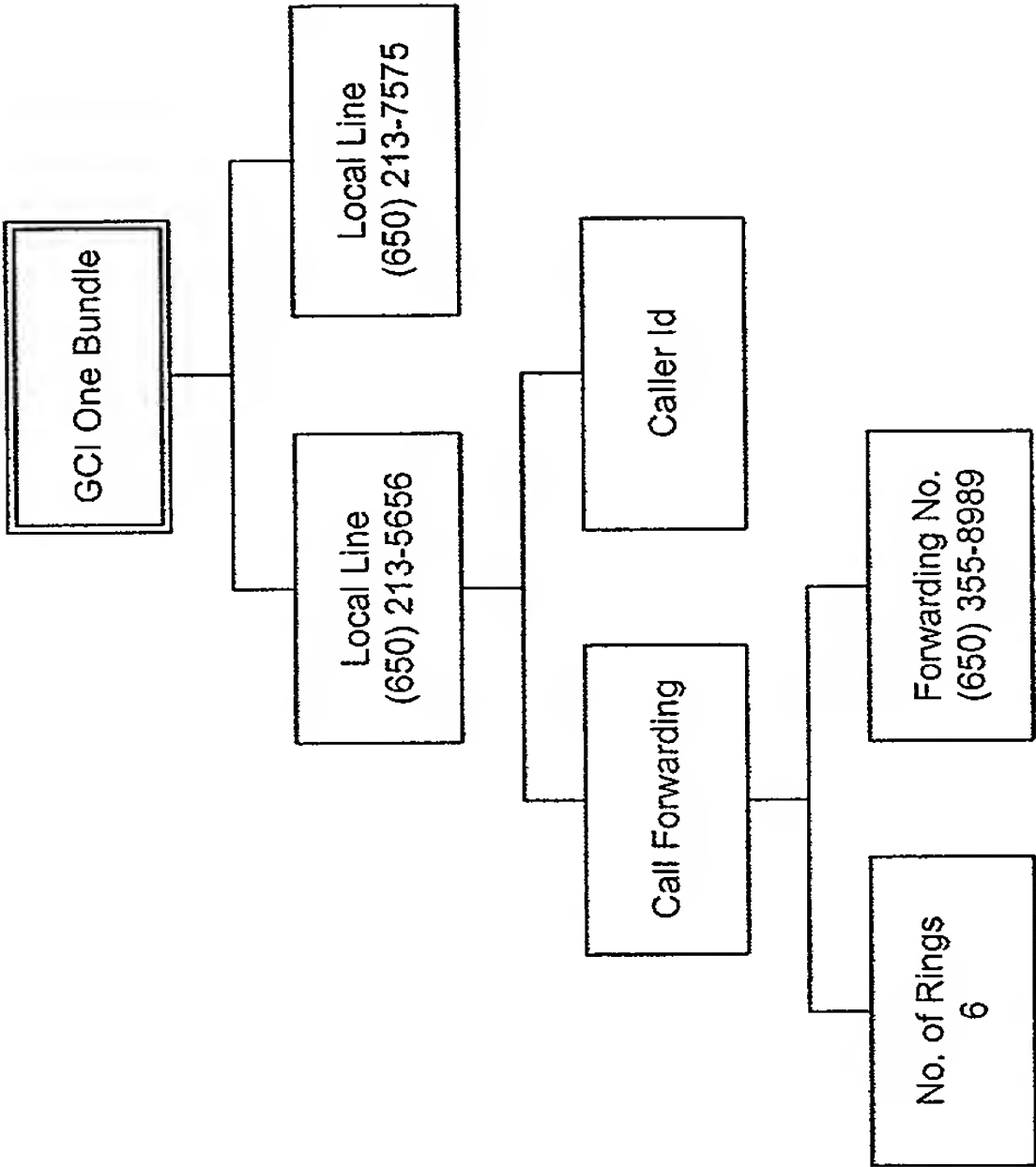


Fig. 11D-3

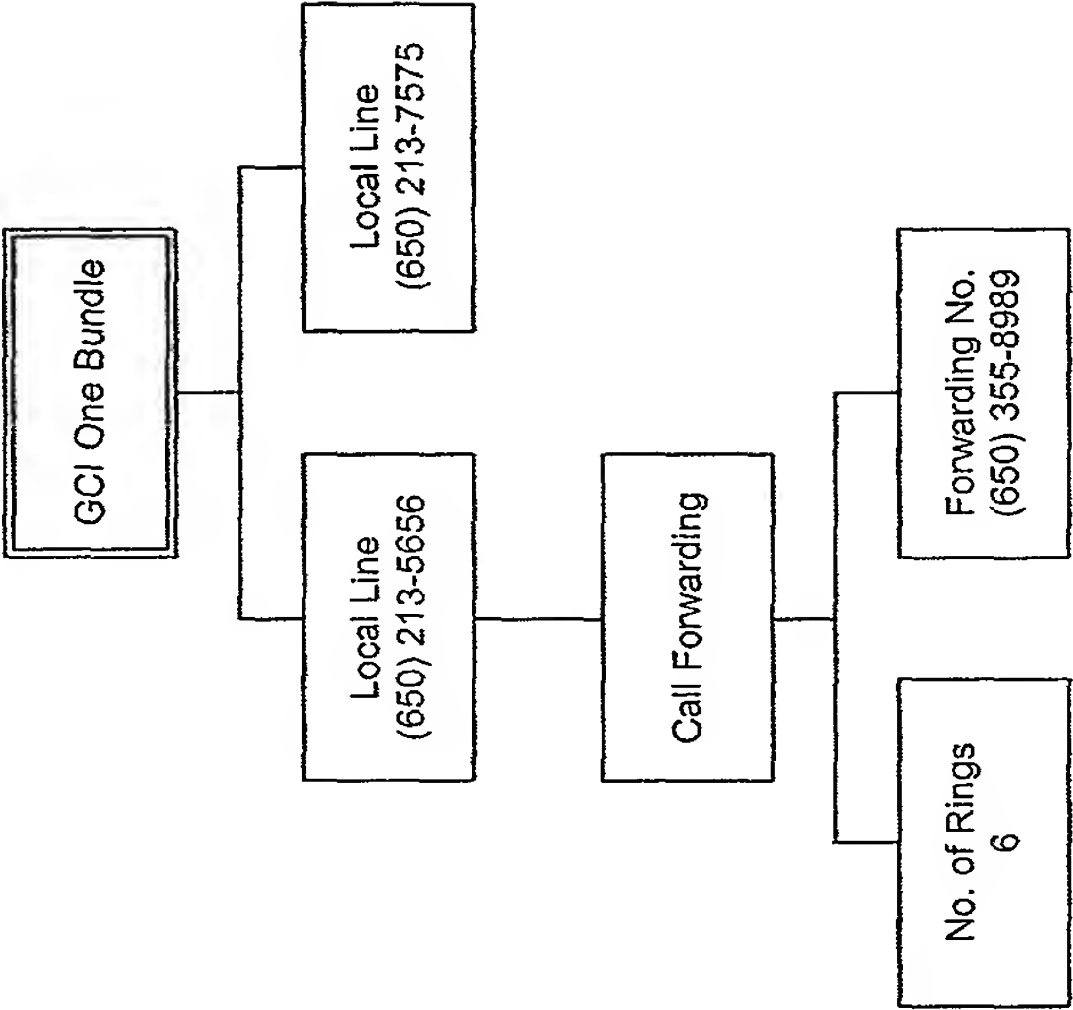


Fig. 11E-1

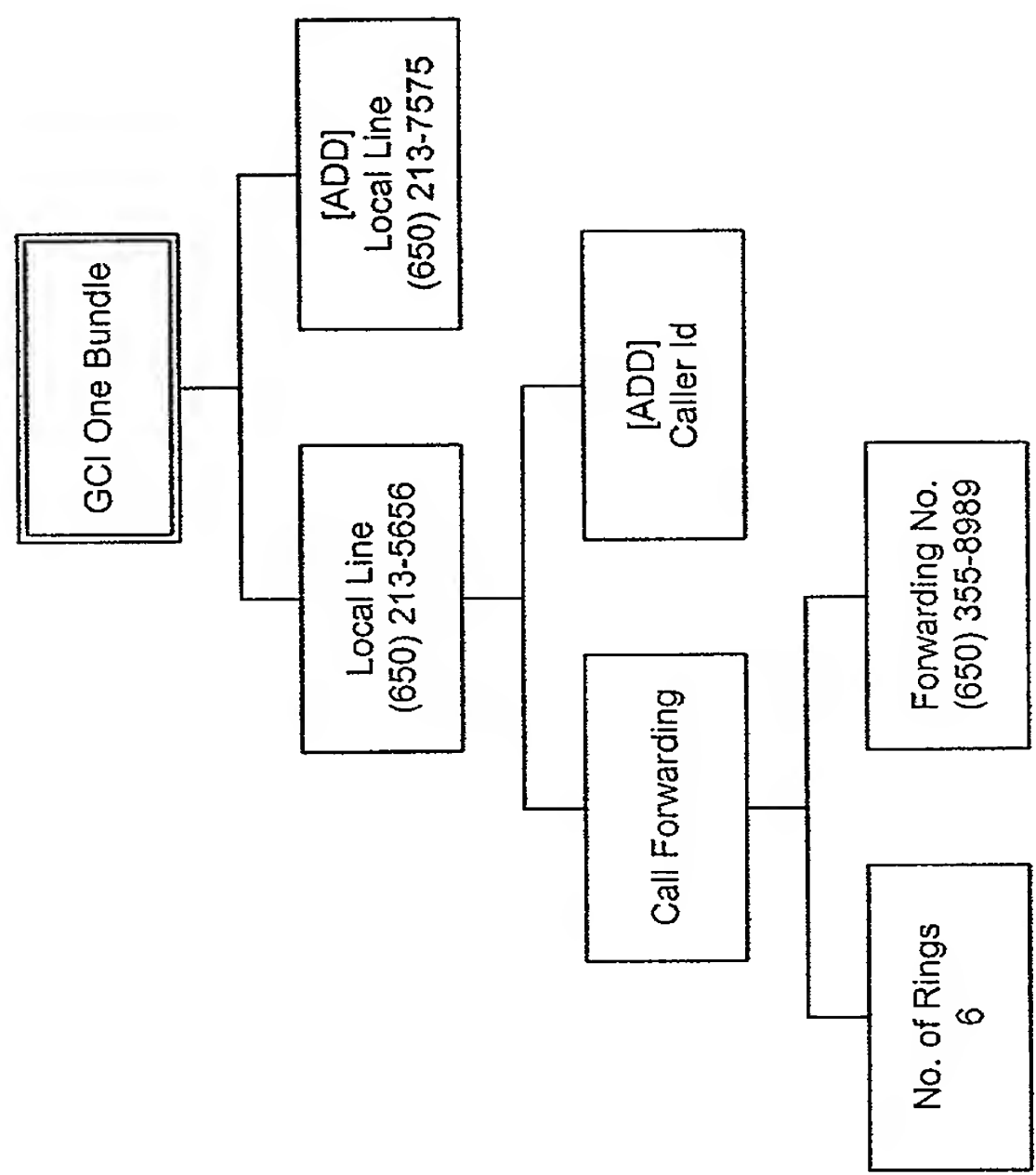


Fig. 11E-2

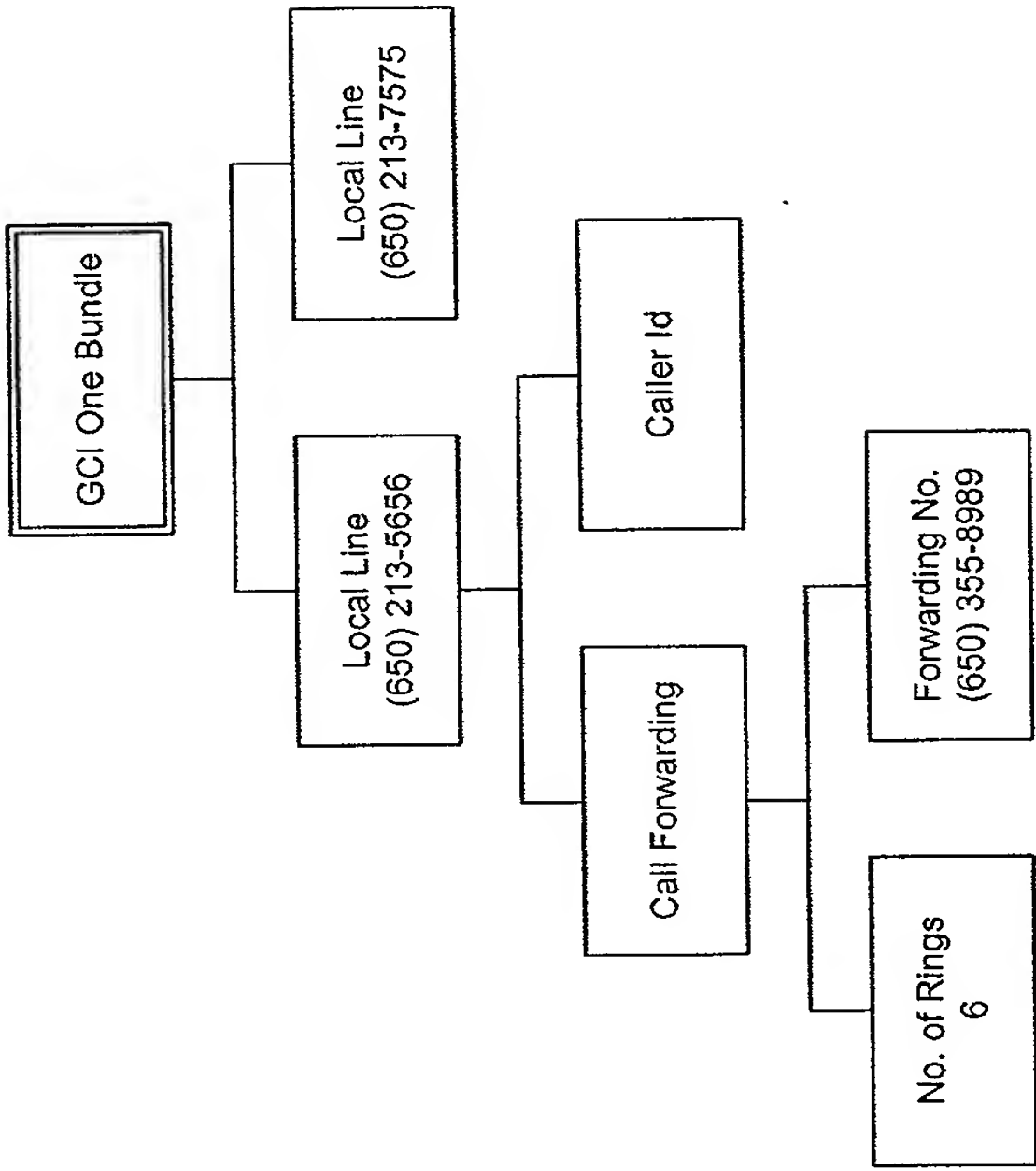


Fig. 11E-3

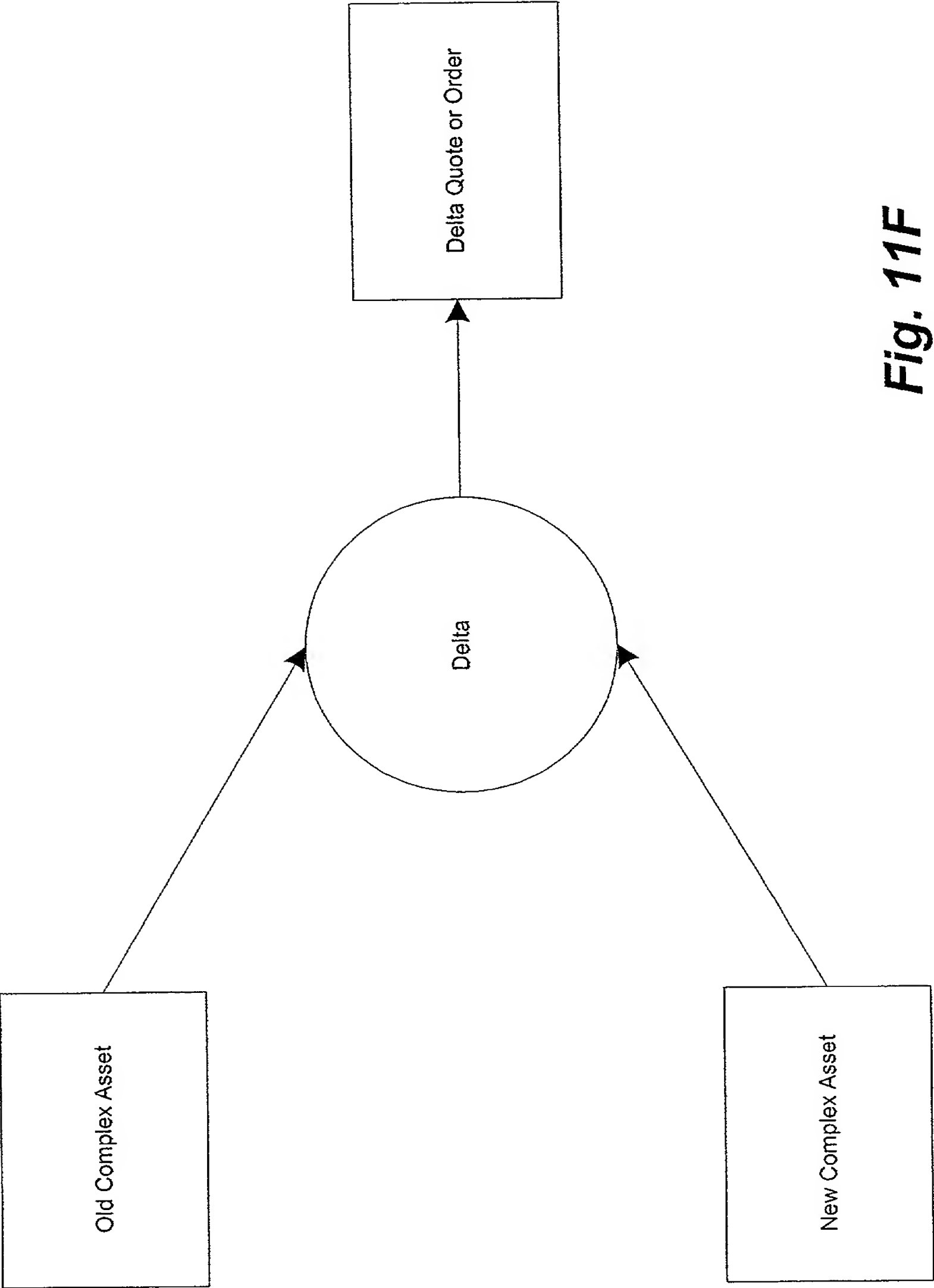


Fig. 11F

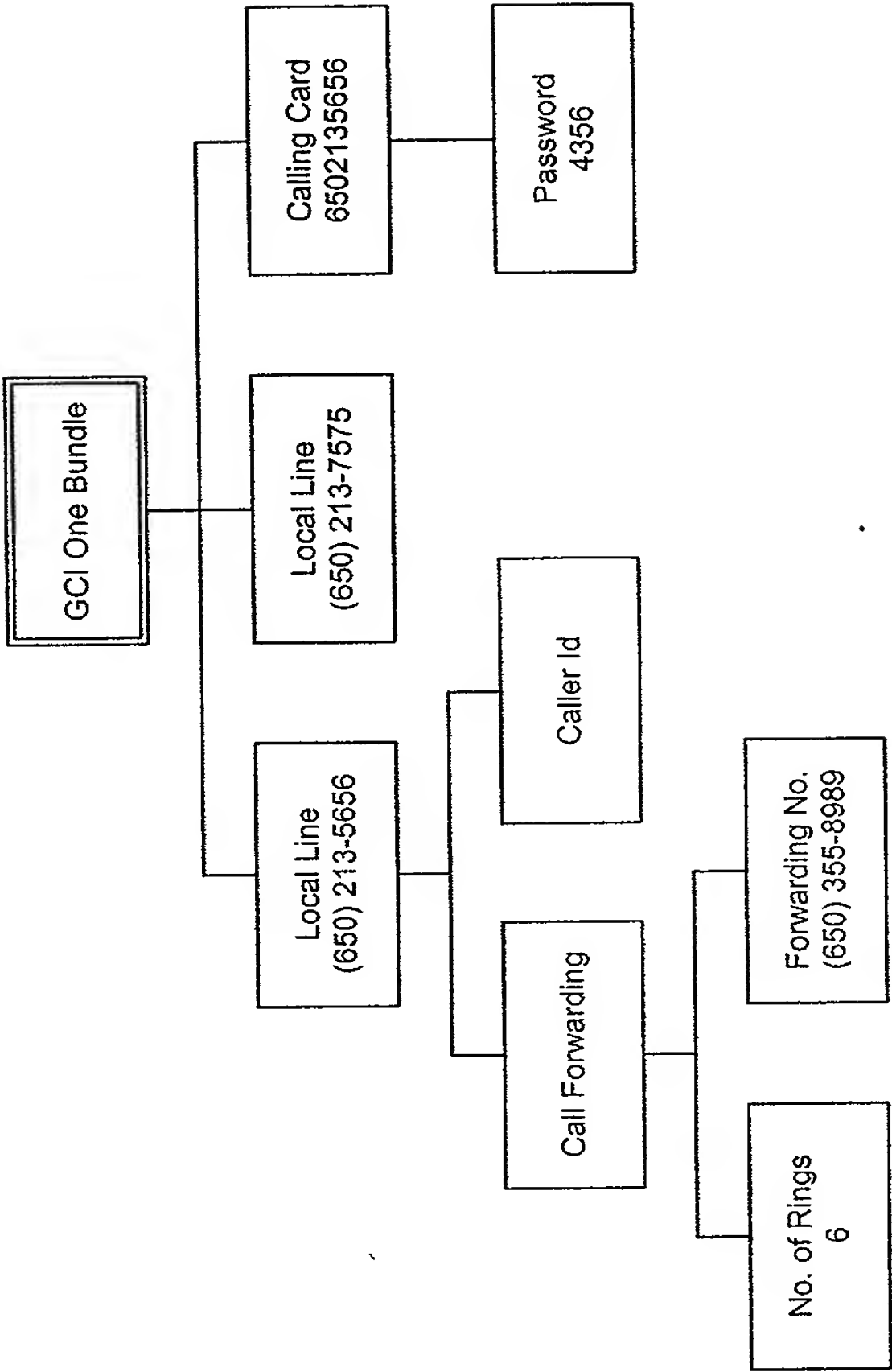


Fig. 11G-1

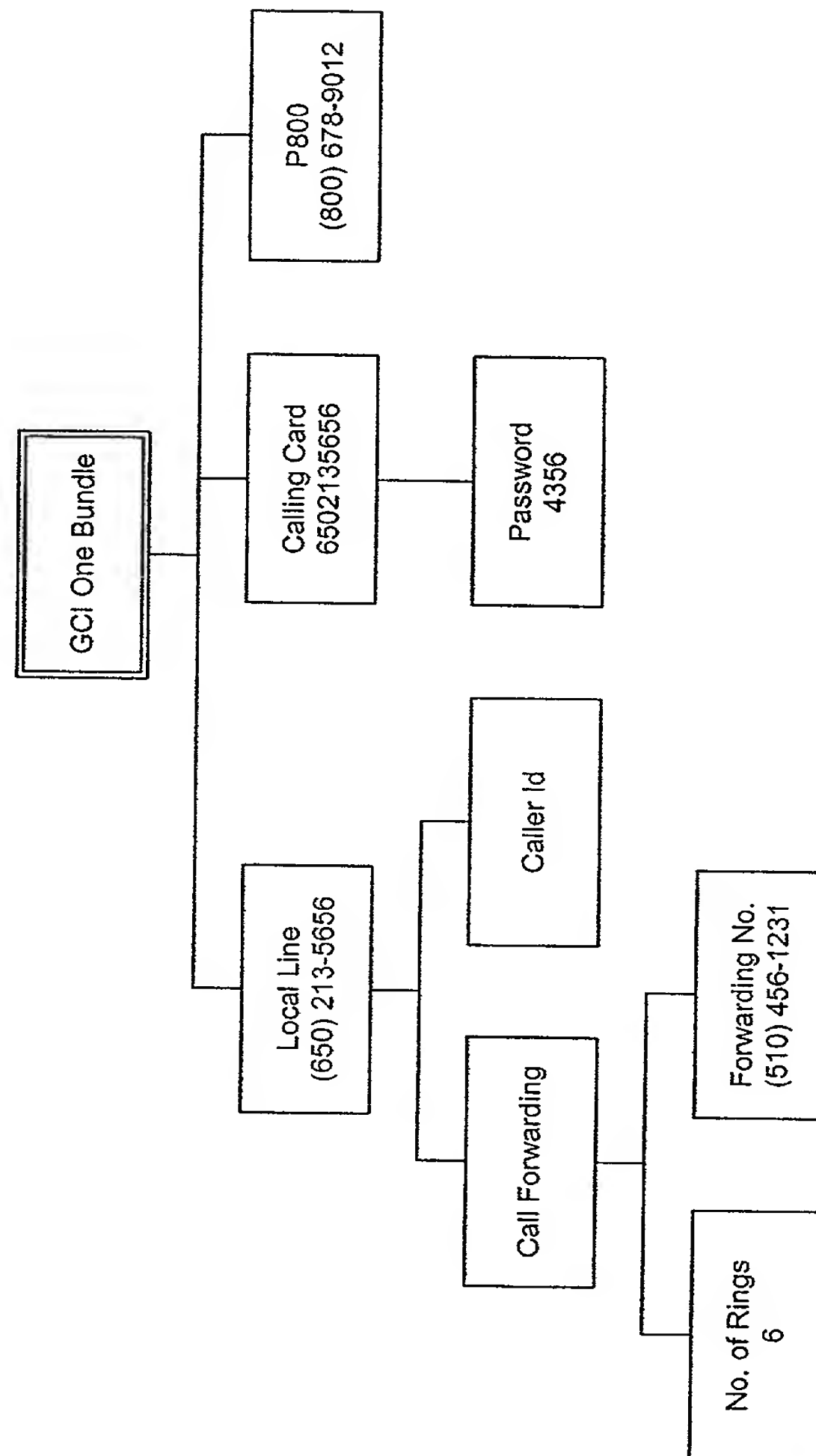


Fig. 11G-2

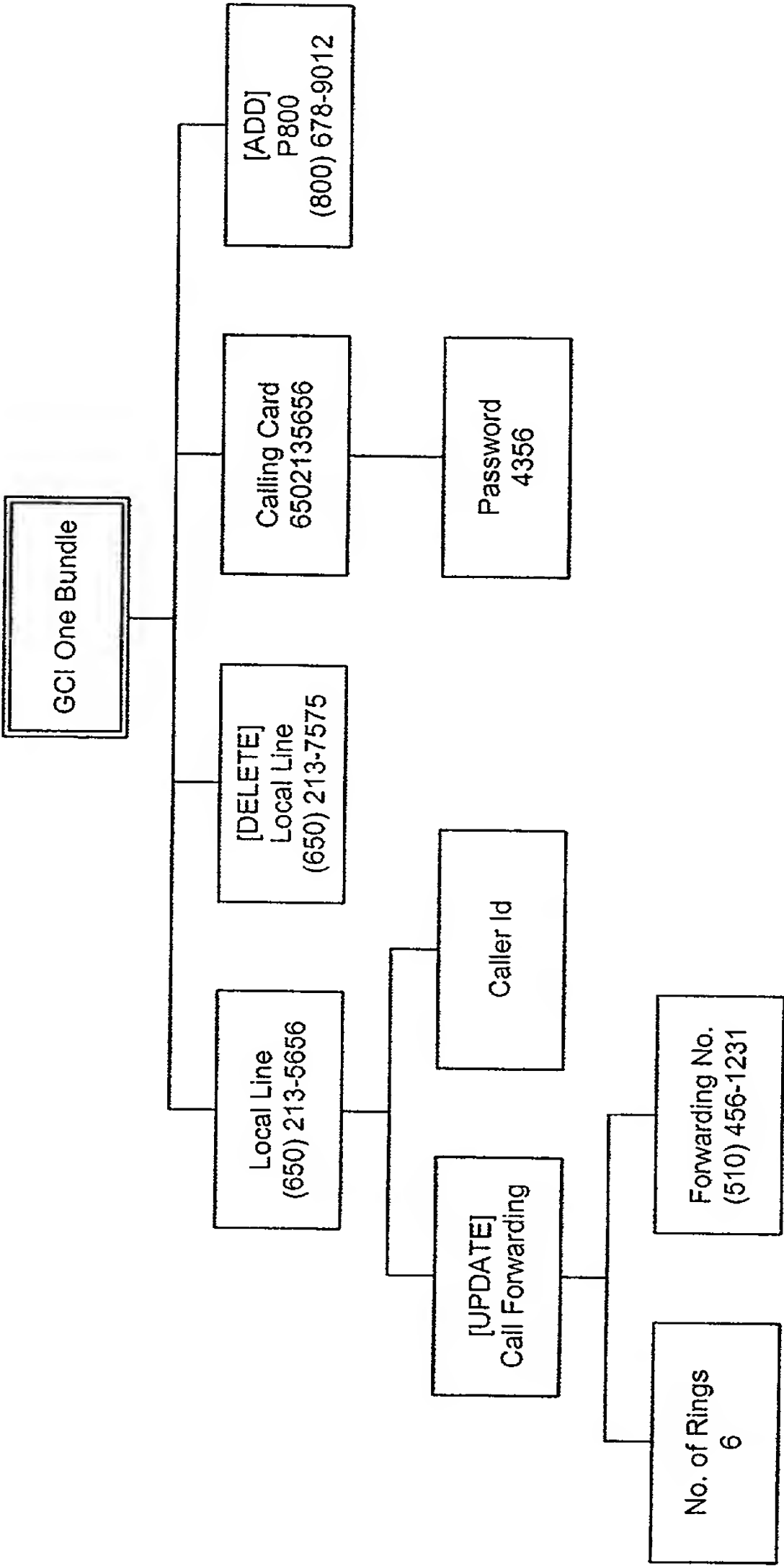


Fig. 11G-3

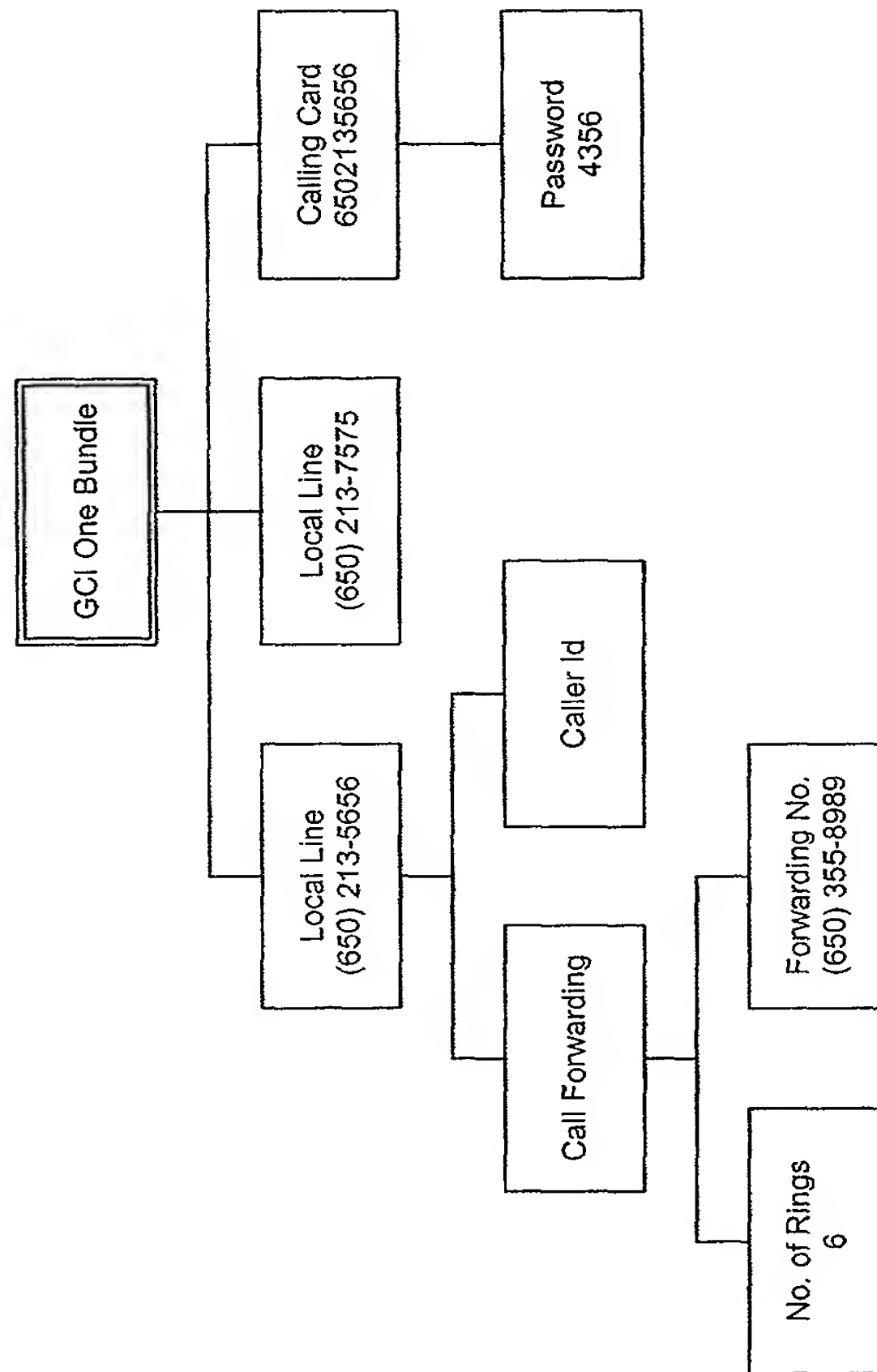


Fig. 11H-1

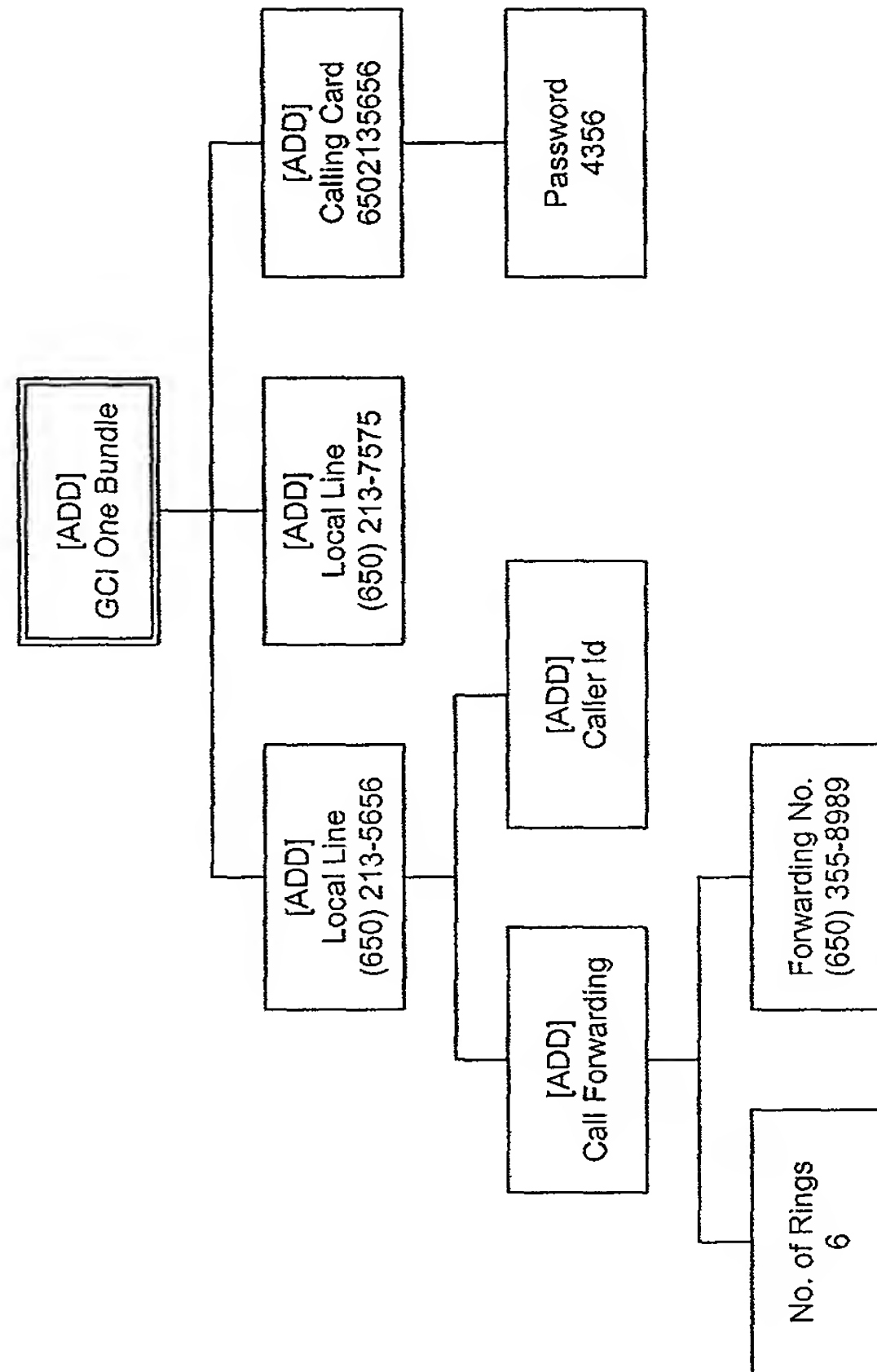


Fig. 11H-2

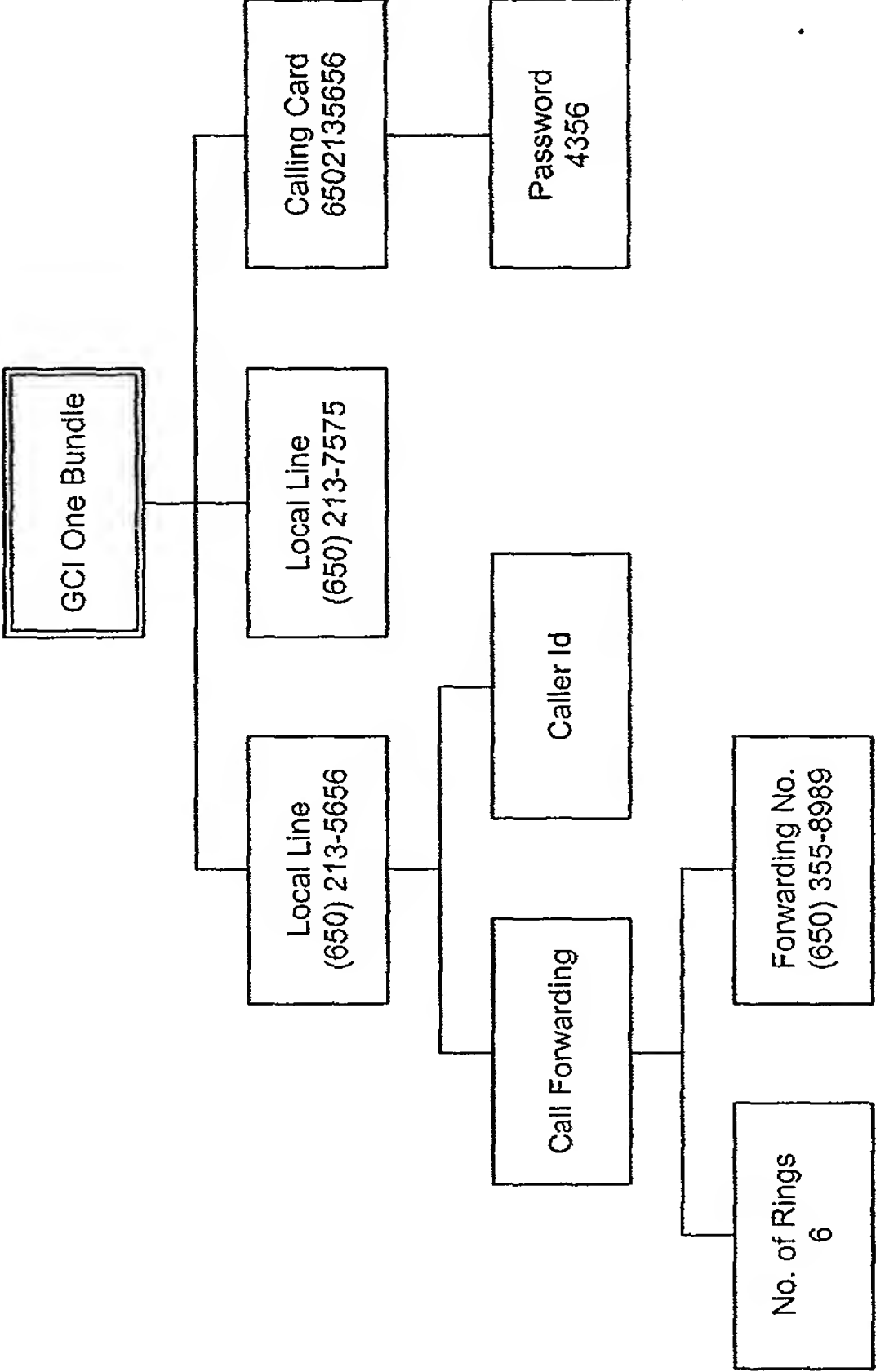


Fig. 11I-1

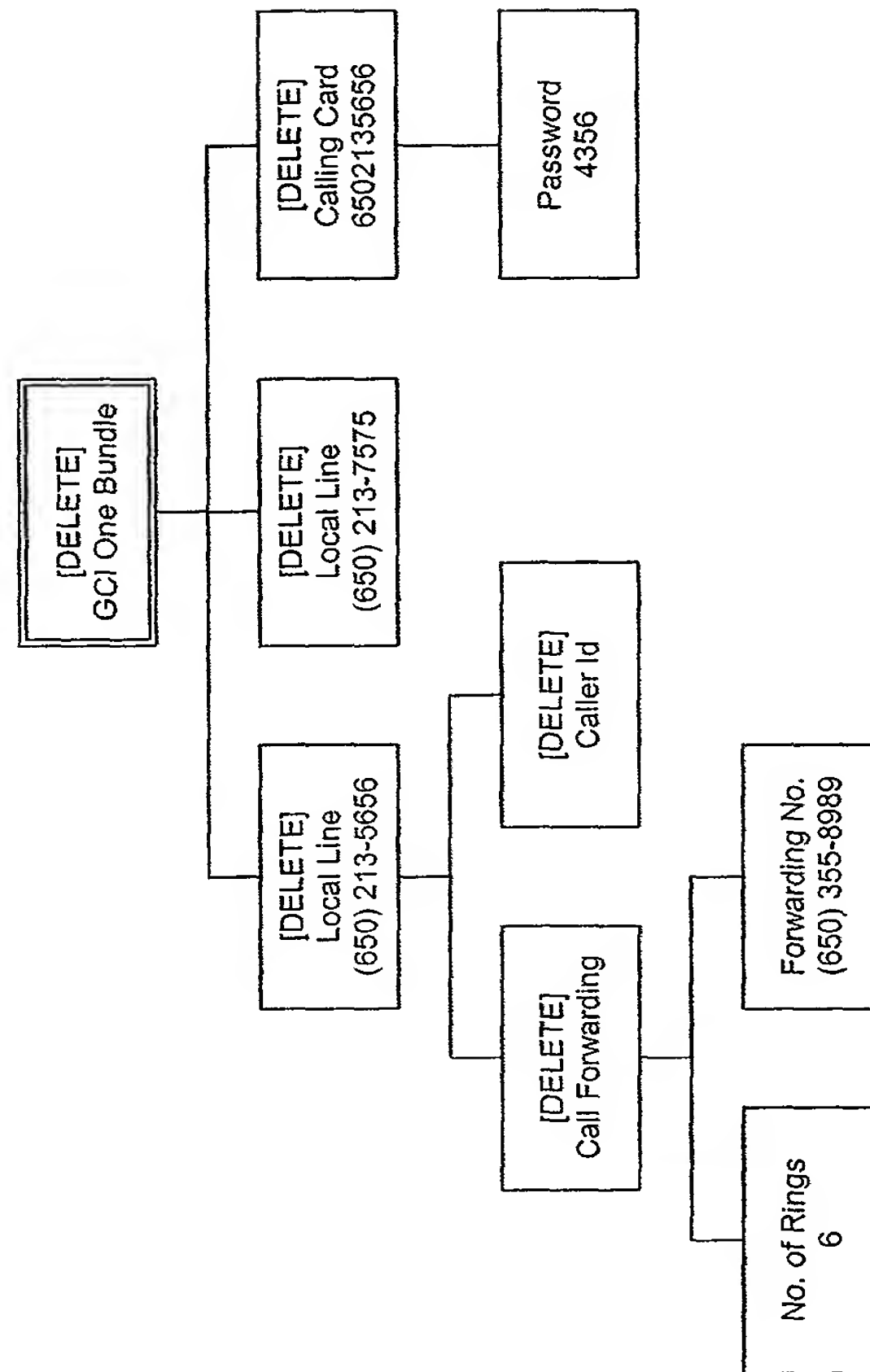


Fig. 11I-2

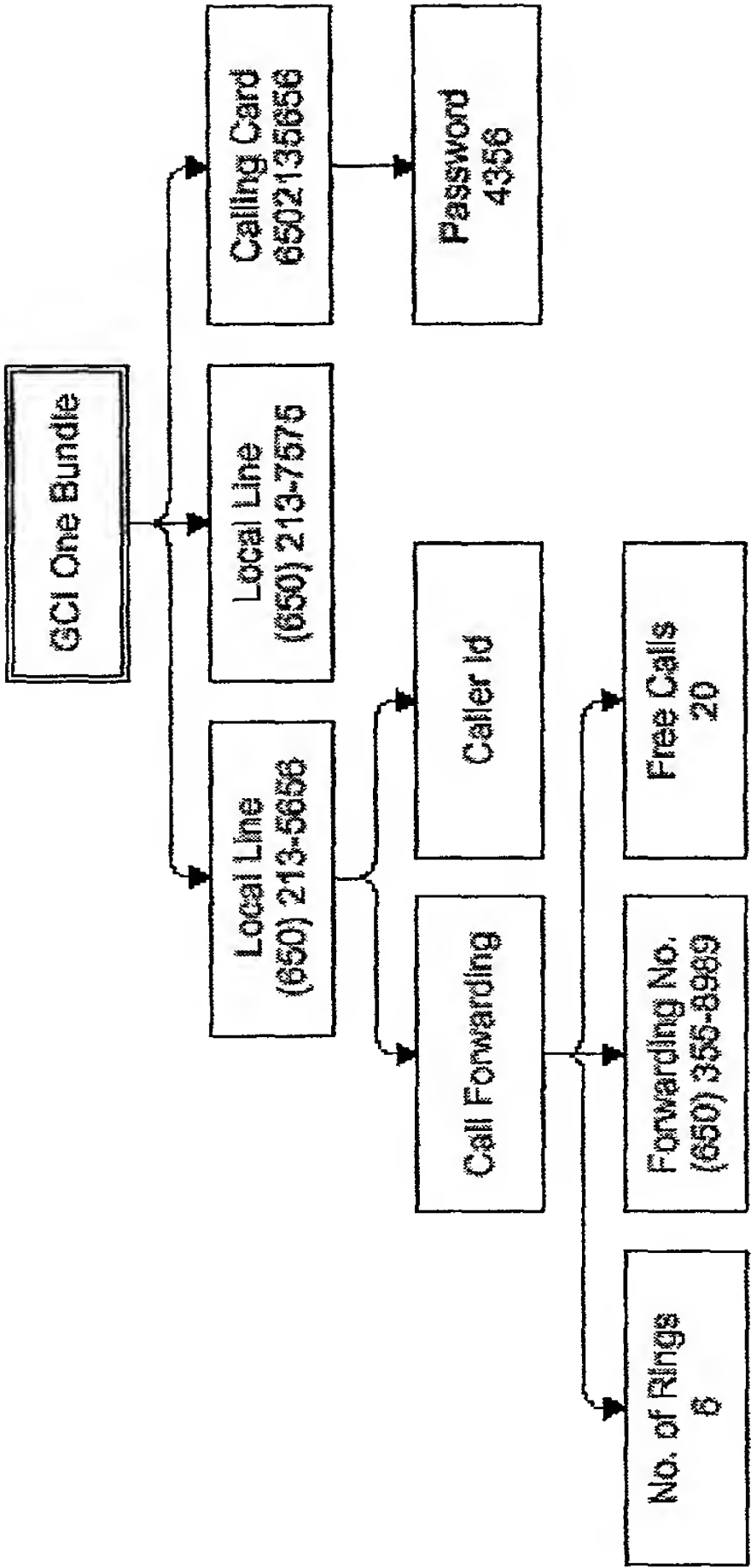


FIG. 11J-1

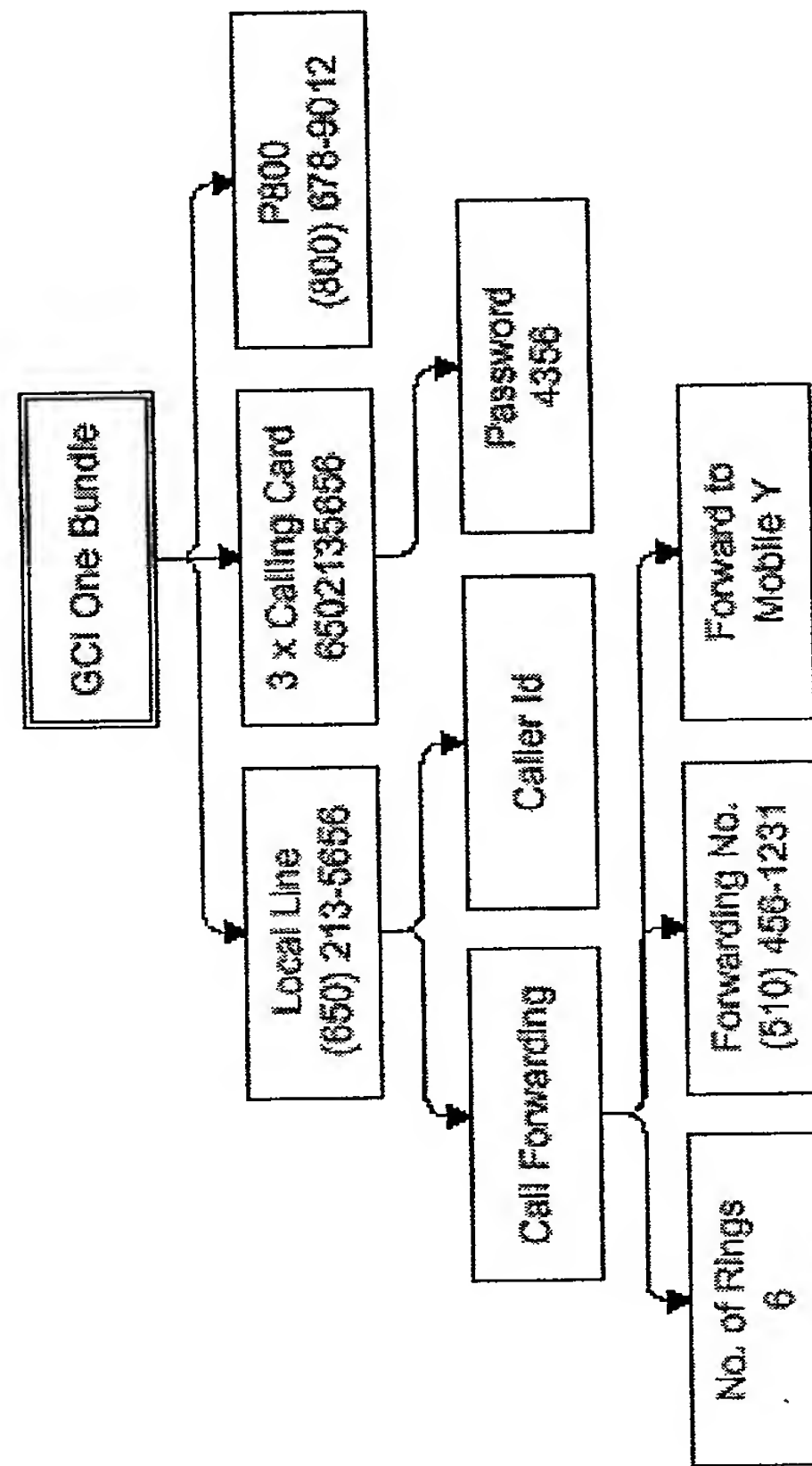


FIG. 11J-2

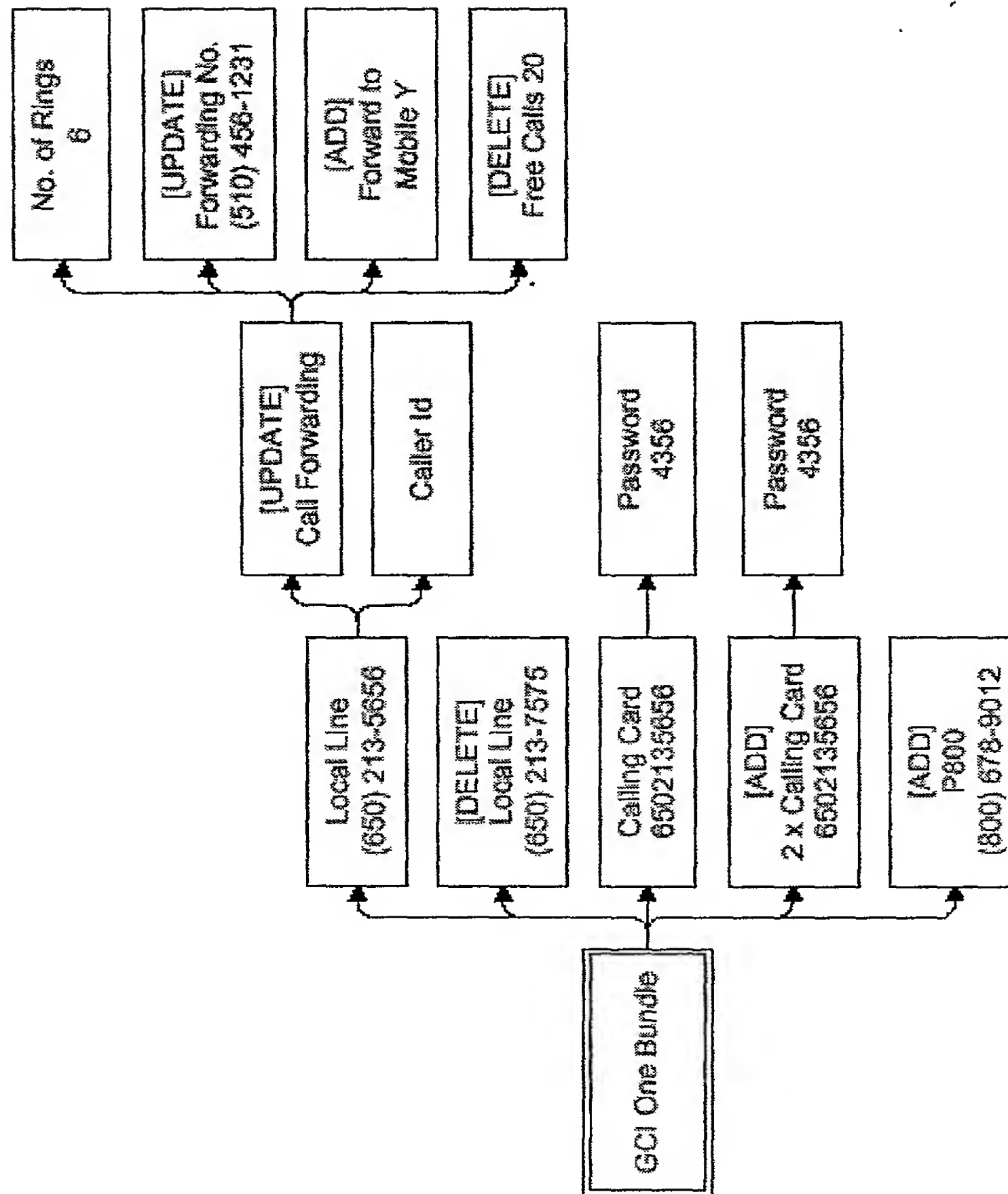


FIG. 11J-3

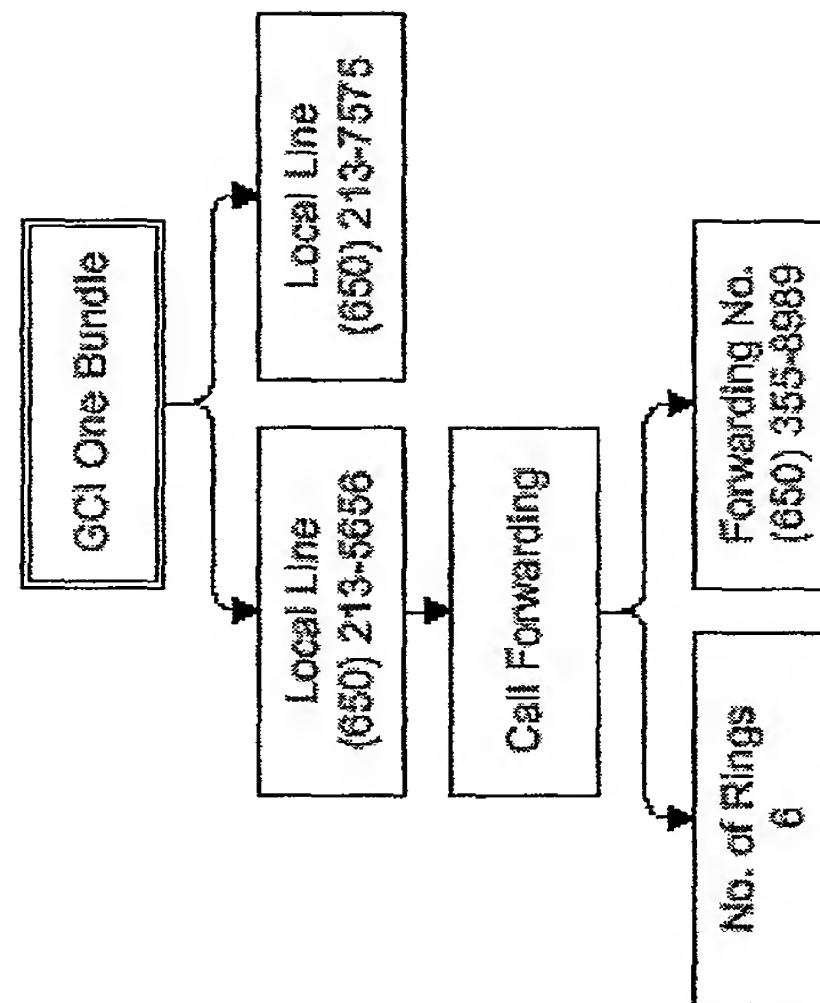


FIG. 11K-1

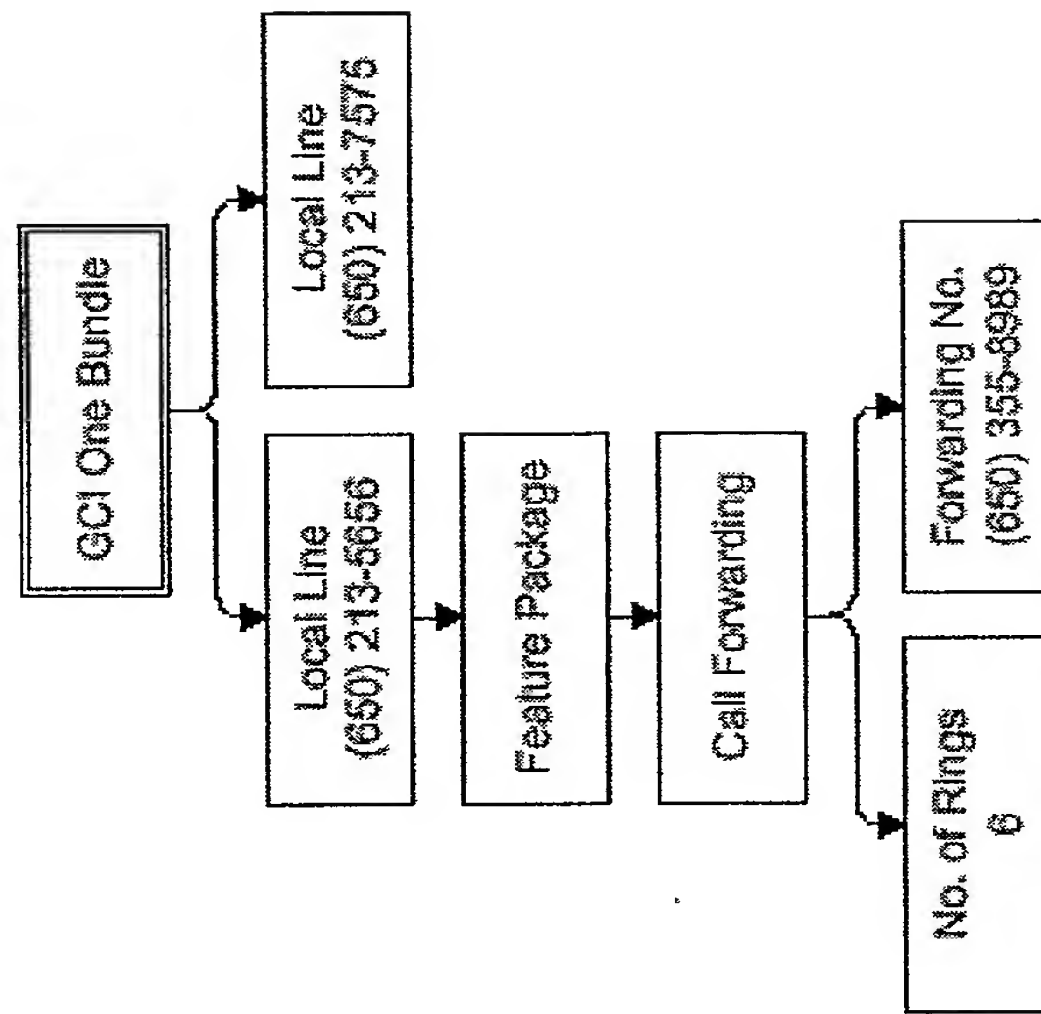


FIG. 11K-2

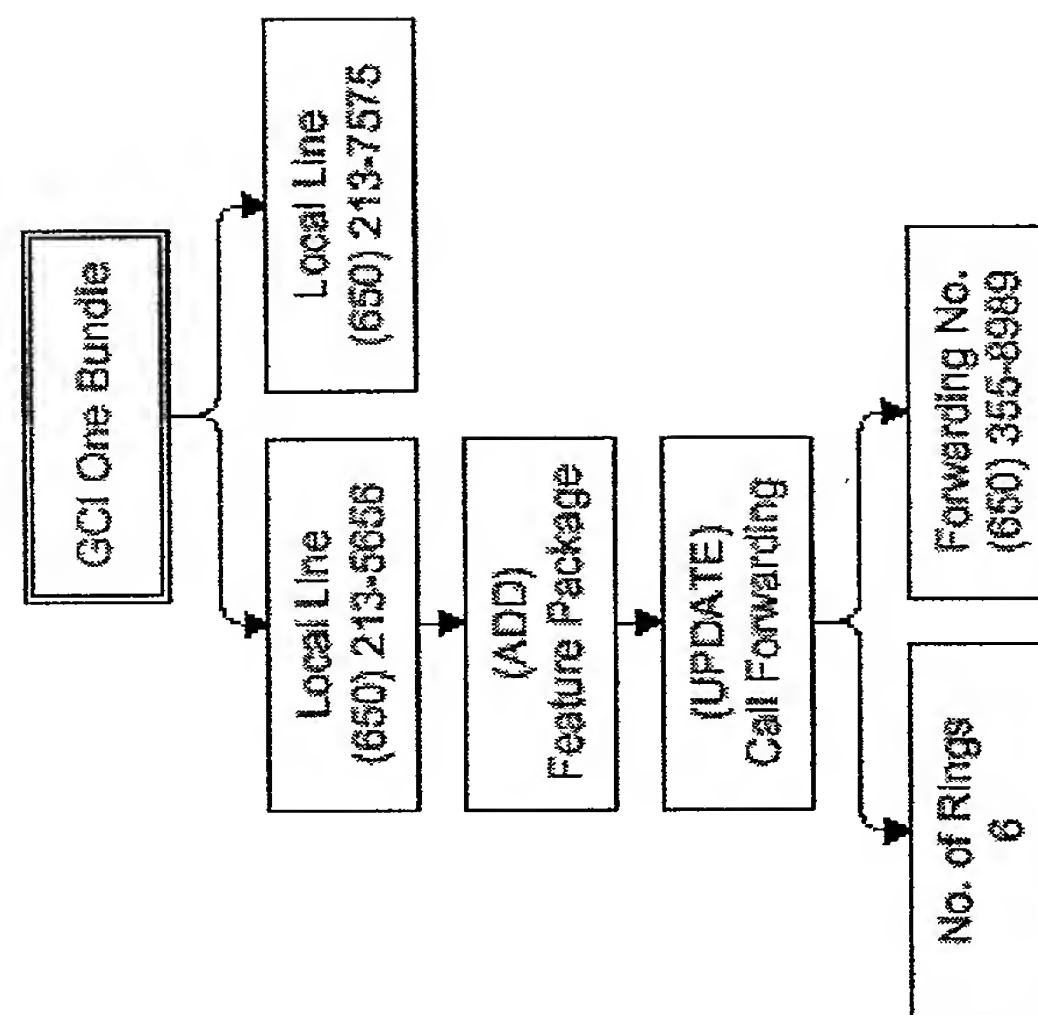


FIG. 11K-3

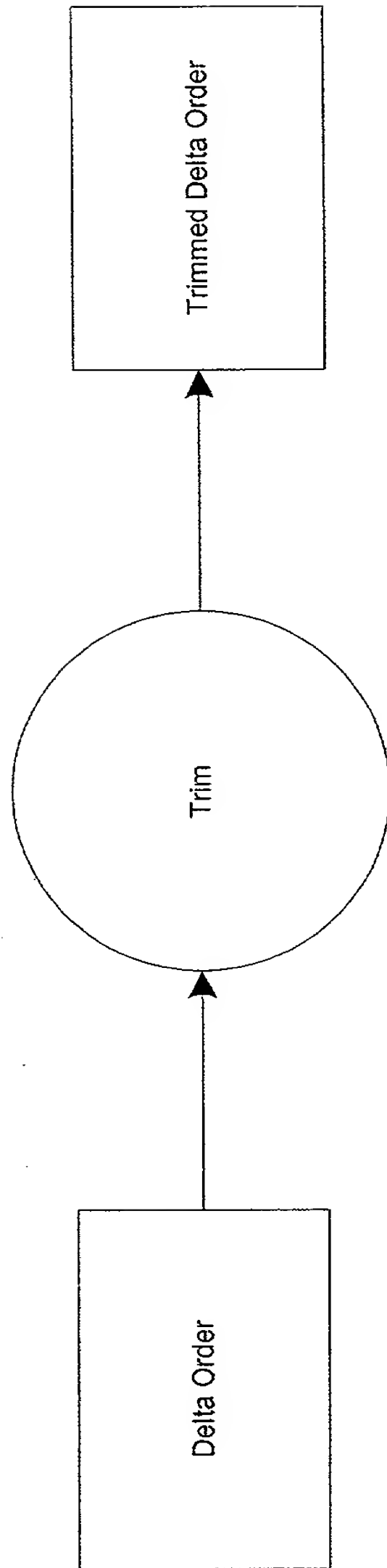


Fig. 11L

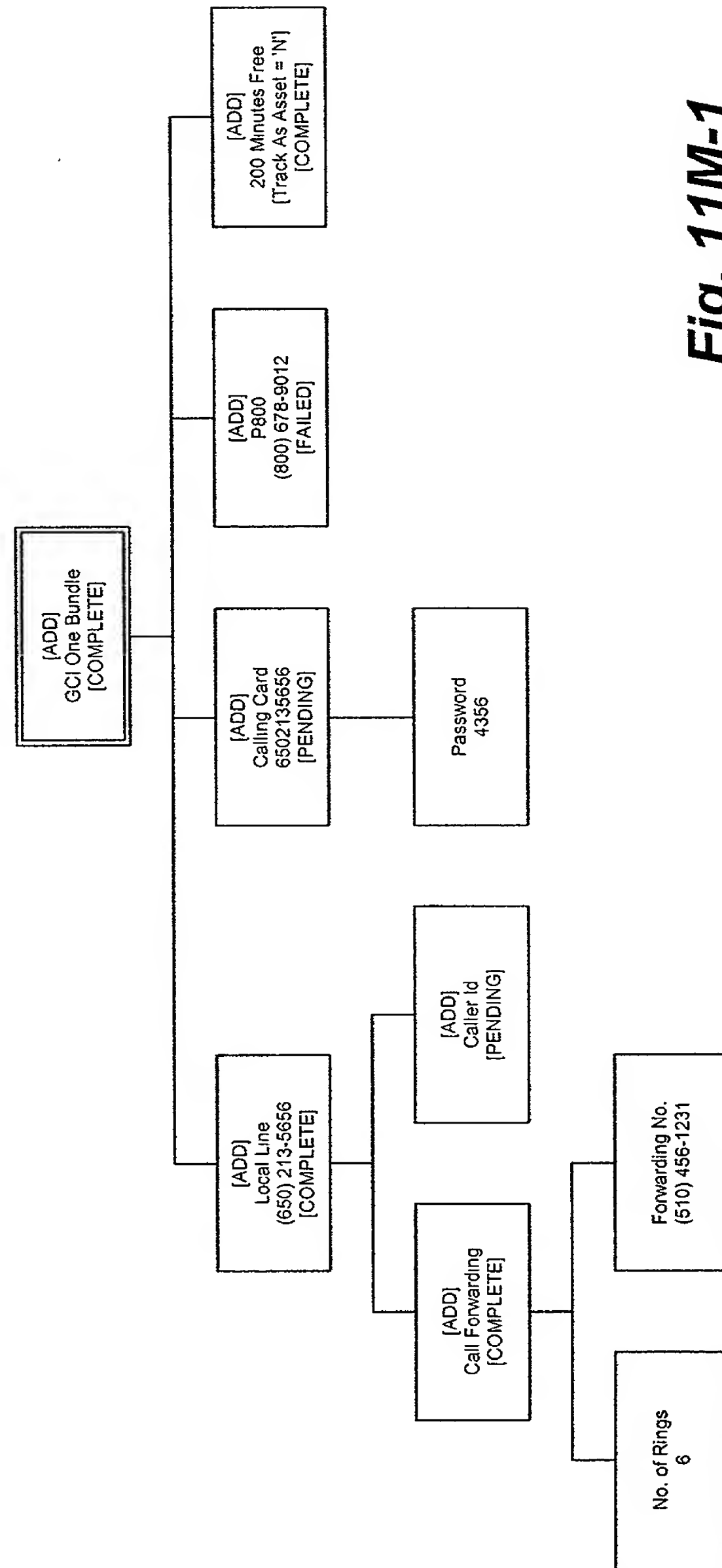


Fig. 11M-1

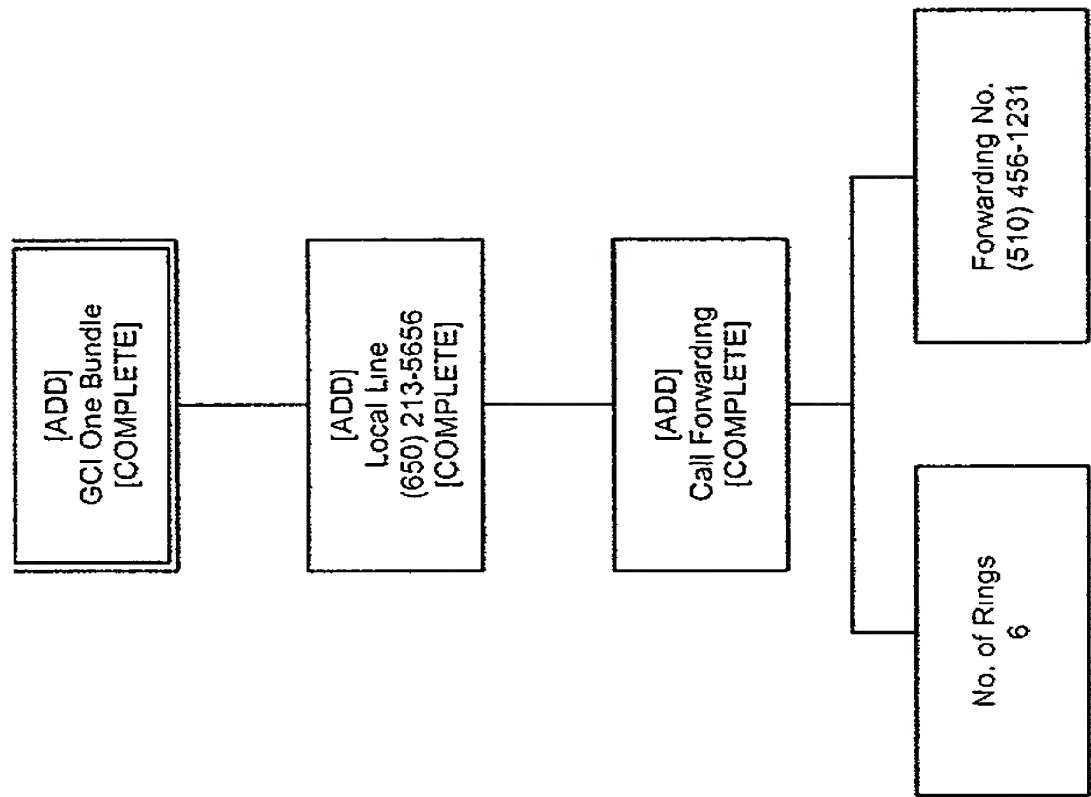


Fig. 11M-2

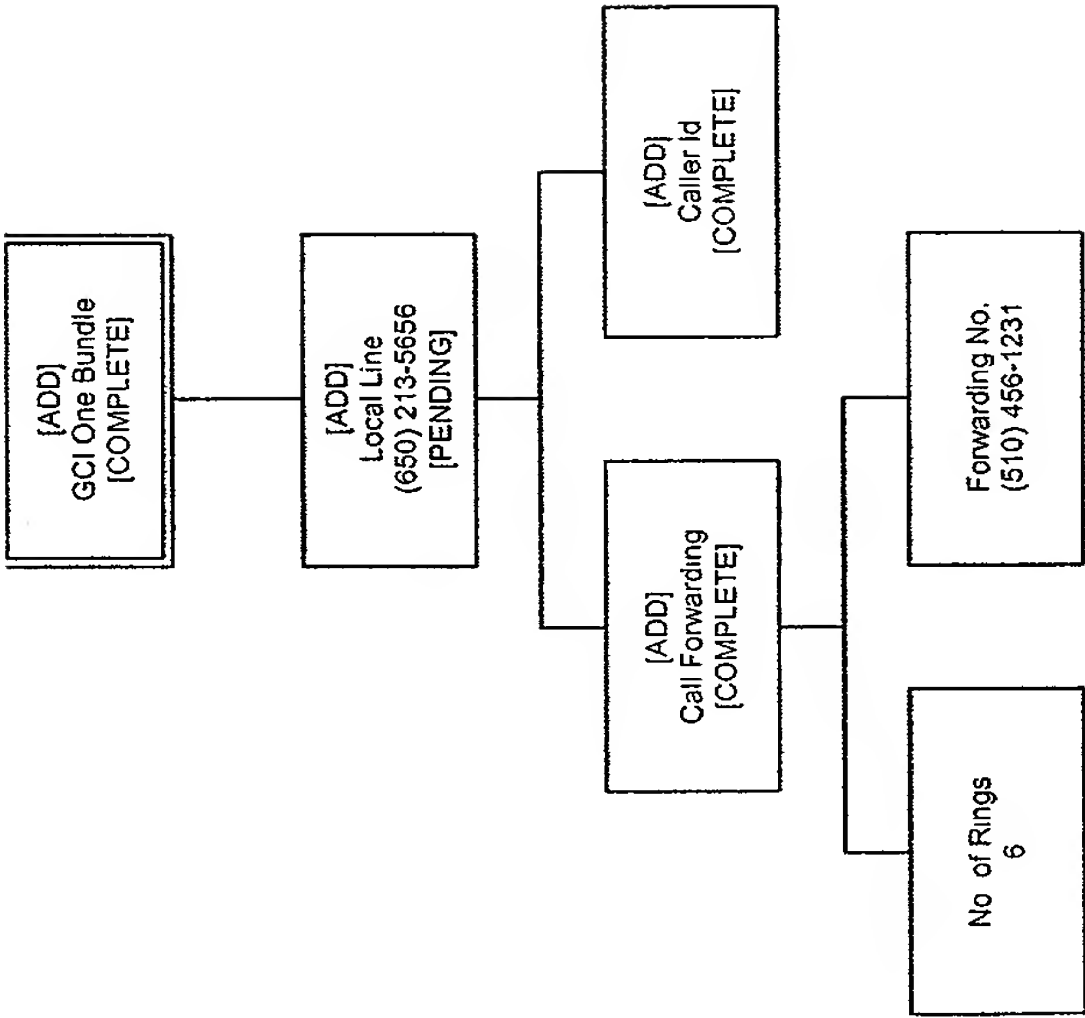
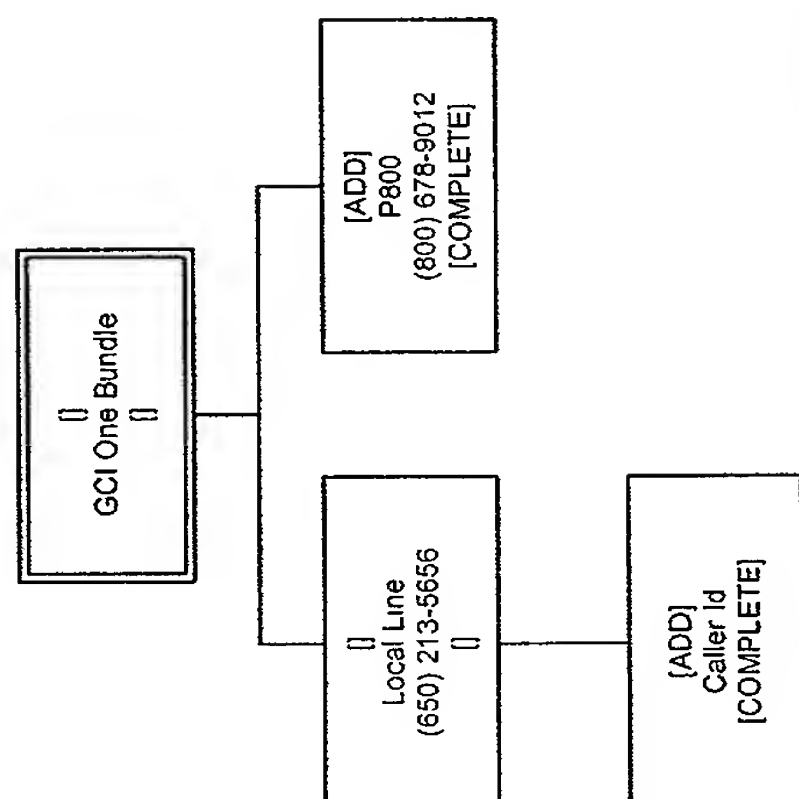
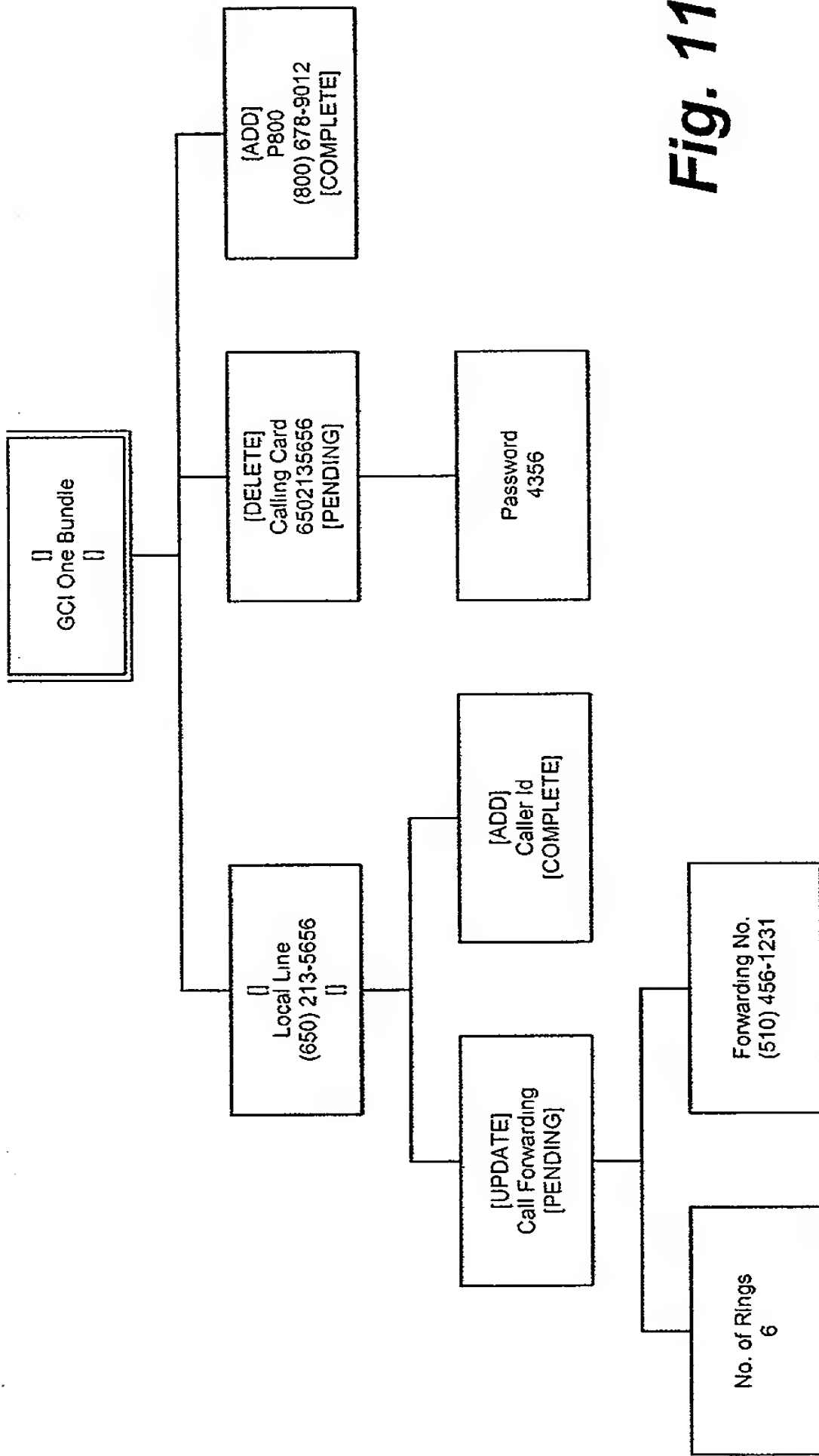


Fig. 11N-1



Fig. 11N-2



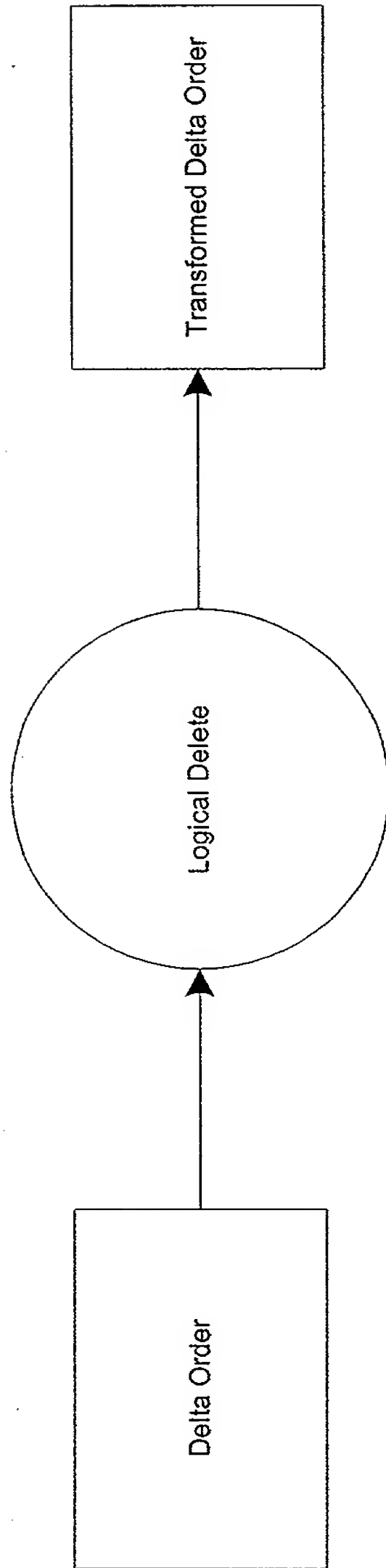


Fig. 11P

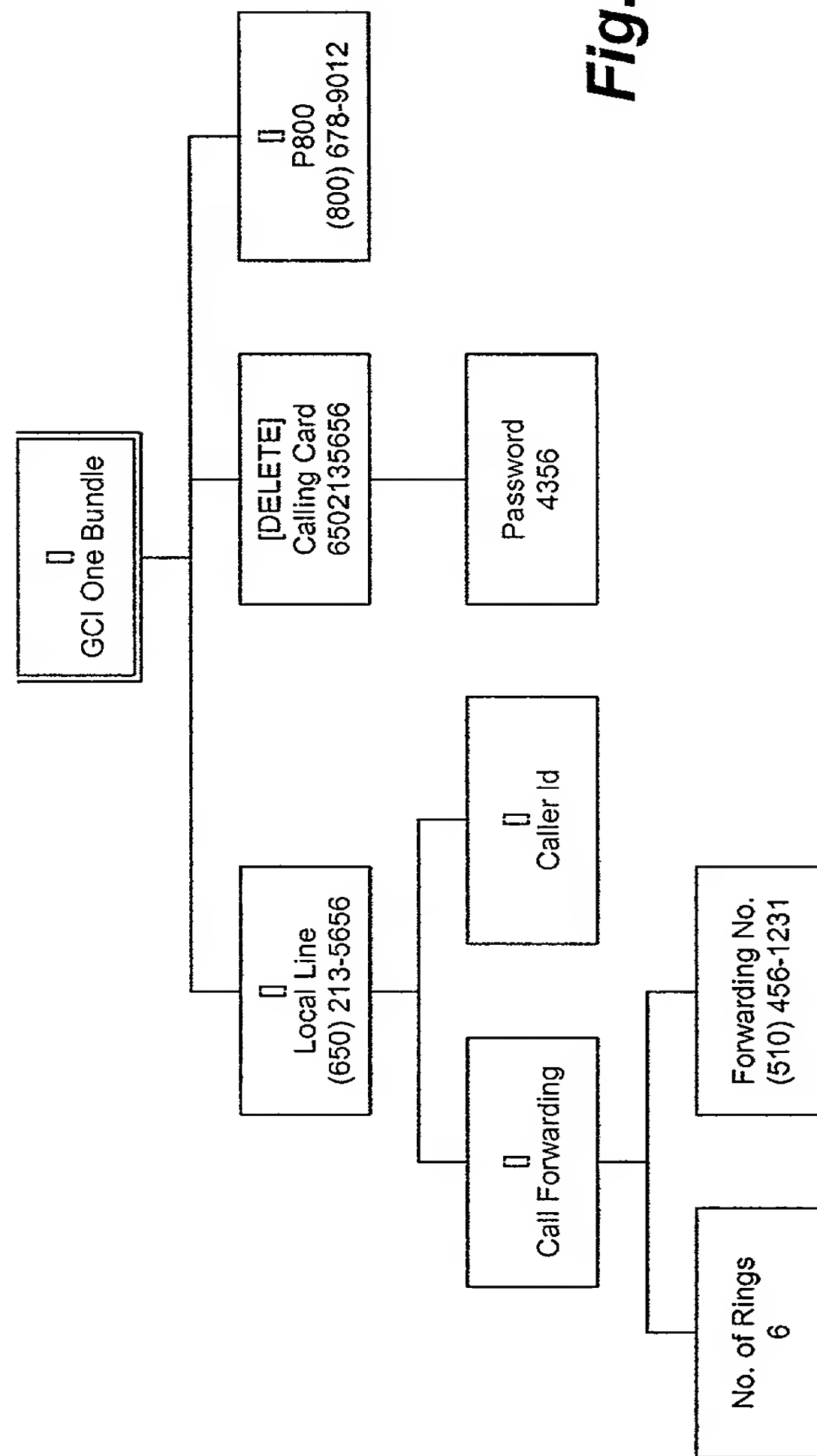


Fig. 11Q-1

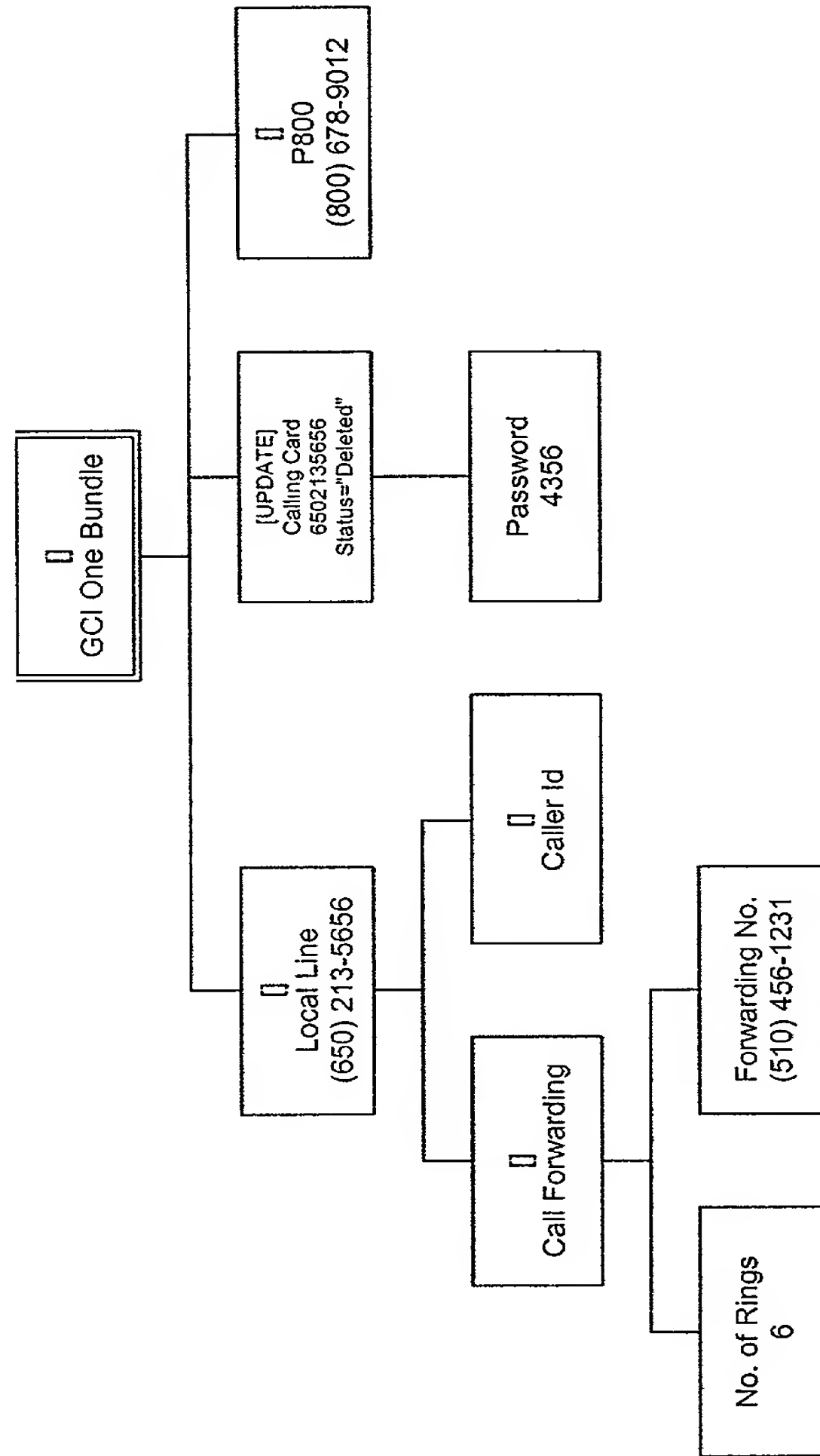


Fig. 11Q-2

Attorney Docket No.: M-12420-1C US/Serial No. 10/029,636
First Inventor: Richard Joseph Caballero
Title: Data Structure for a Complex Order Processing System

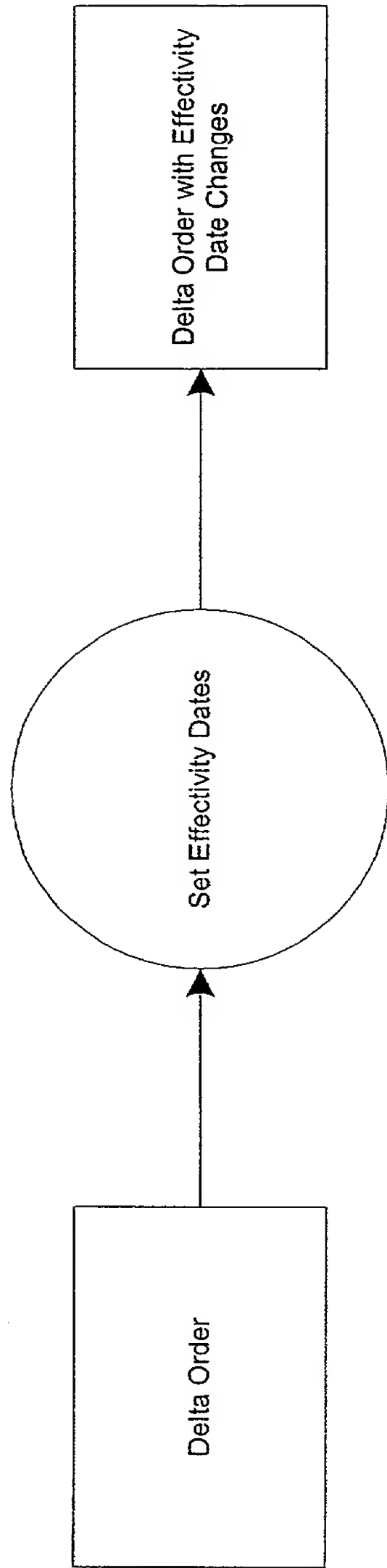


Fig. 11R

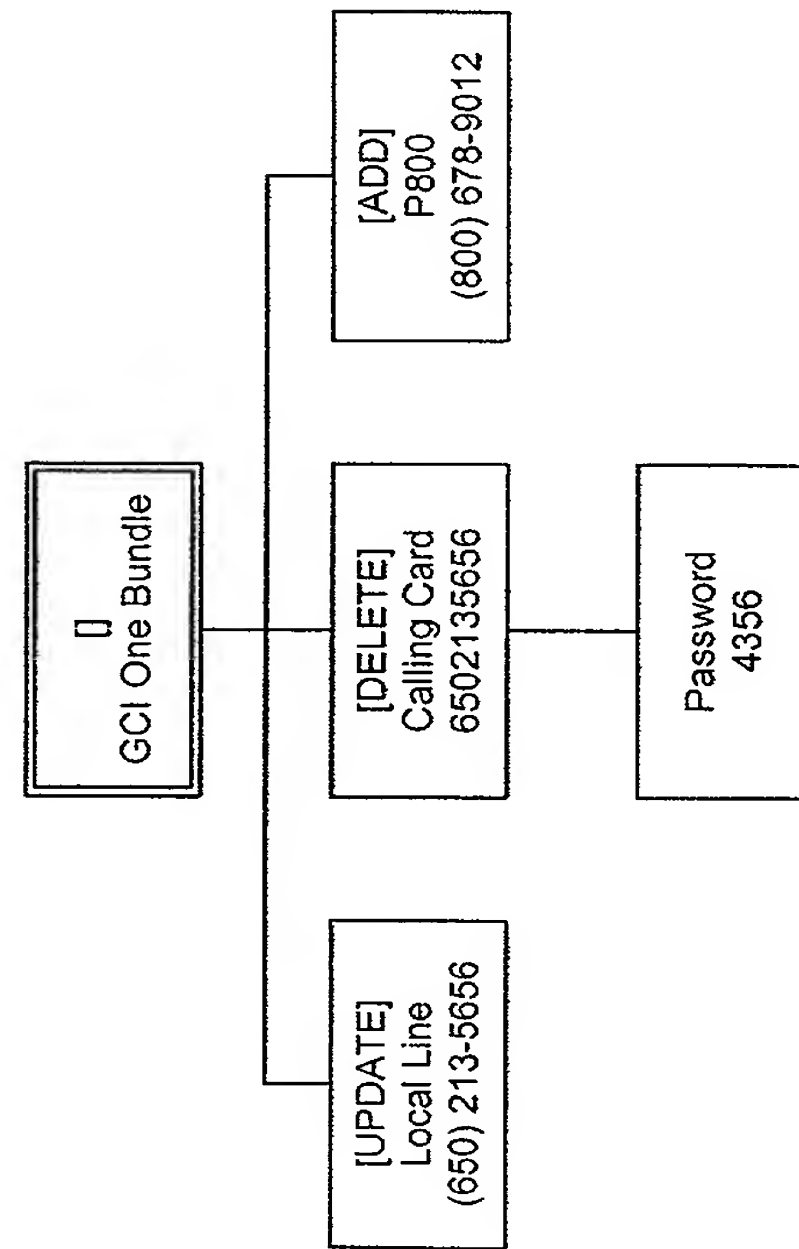


Fig. 11S-1

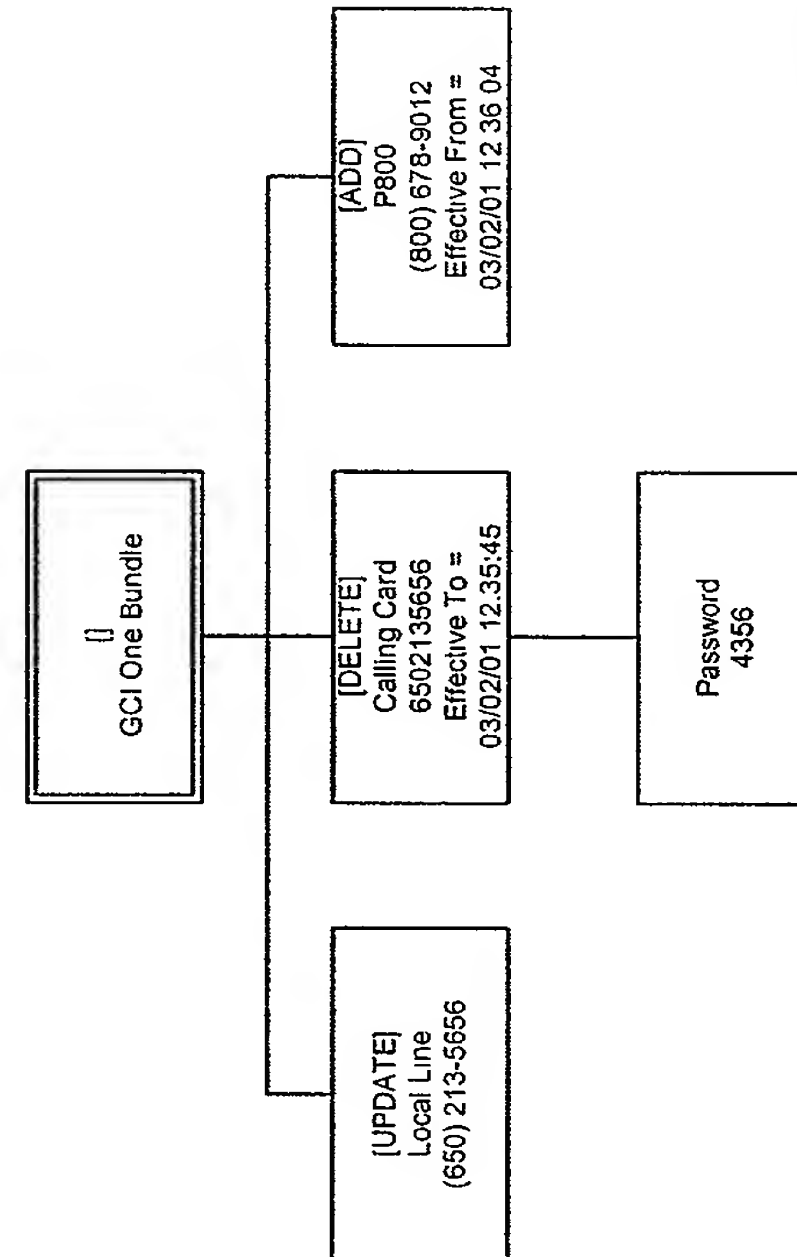


Fig. 11S-2

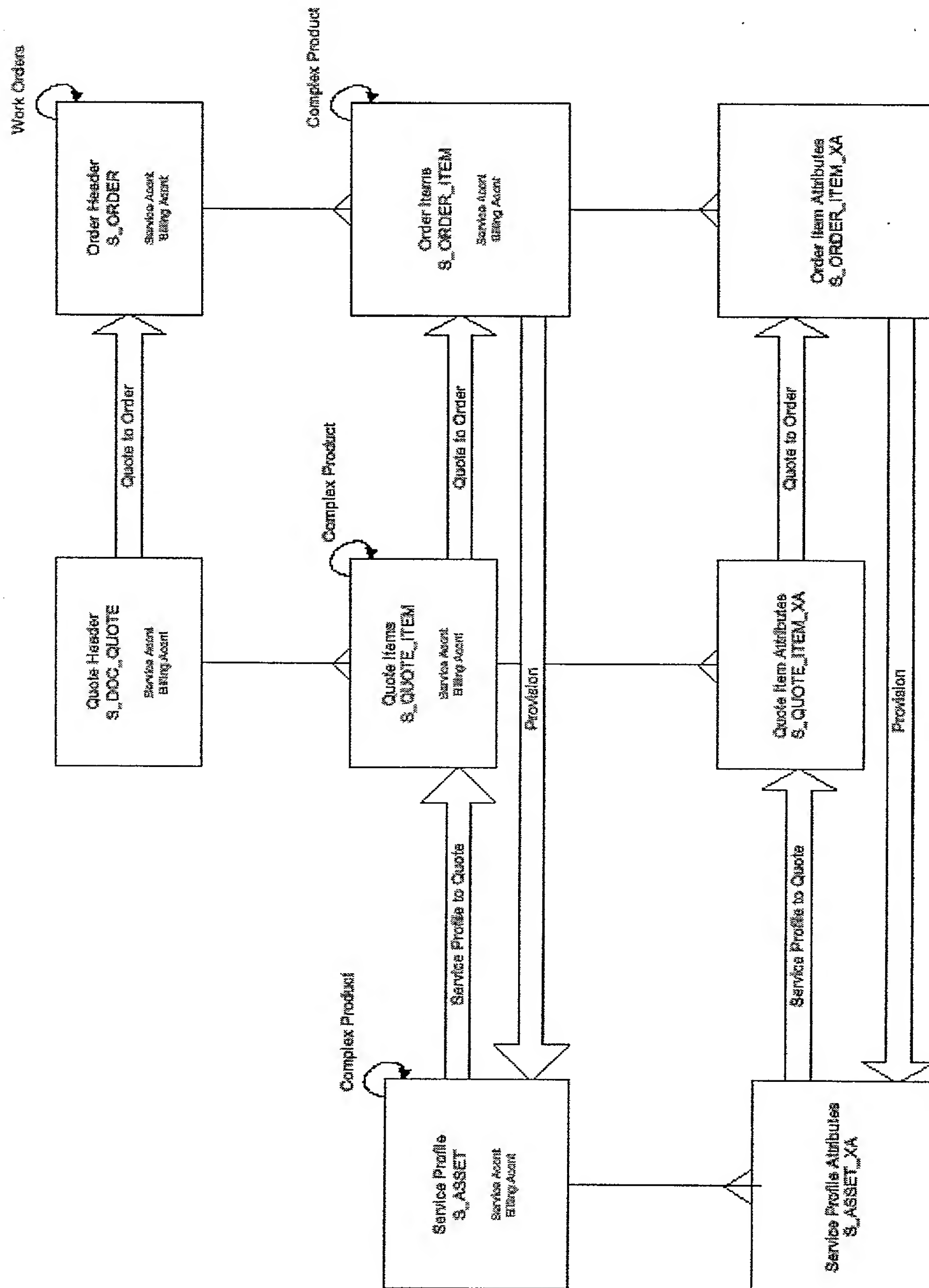


FIG. 12